

```
In [1... import requests
from bs4 import BeautifulSoup
import re
import pandas as pd
import seaborn as sns
import numpy as np
import string
import matplotlib.pyplot as plt
from wordcloud import WordCloud, STOPWORDS, ImageColorGenerator
import sys, os
from os import path
from PIL import Image
```

Webscrapping

Scraped British Airways reviews from the Skytrax website

```
In [2... url="https://www.airlinequality.com/airline-reviews/british-a
r=requests.get(url)
r.status_code
```

Out[2]: 200

```
In [3... soup=BeautifulSoup(r.text, 'html.parser')
```

```
In [4... reviews=soup.find_all('div', class_="text_content")
```

```
In [5... pages=37
page_size=100


review=[]

for i in range(1, pages + 1):
    print(f"scraping page{i}")
    url=f"{url}/page/{i}?sortBy=post_date%3ADesc&pagesize={pa


    for i in soup.find_all('div', class_="text_content"):
        reviews=i.text
        review.append(reviews)
```

```
scraping page1
scraping page2
scraping page3
scraping page4
scraping page5
scraping page6
scraping page7
scraping page8
scraping page9
scraping page10
scraping page11
scraping page12
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scraping page30
scraping page31
scraping page32
scraping page33
scraping page34
scraping page35
scraping page36
scraping page37
```


In [6... review

Out[6]: [" Trip Verified | \xa0\xa0As always when I fly BA it was a total shambles. I was booked Manchester - London - Madrid , BA first leg and Iberia 2nd, I try wherever possible to avoid BA, however the Manchester - London was late, however I ran for my IB flight and got to B gates just as boarding started, being Group 1 I went to board and the gate sounded an alarm, BA had removed me from the IB flight to a BA flight 3 hours later! As BA had reissued the ticket IB could not put m


e back on the flight, so 3 hours wasted because of BA's total incompetence. This airline is a total disgrace, the crew were not nice, typical BA crew oh im so fabulous I don't need to be nice to paying passengers, club europe cramped and terrible food! ",


' Trip Verified | First time using BA business class but we were pleased with the service received. No one was waiting at check in/bag drop and through security in 2 minutes. We used the lounge in the b gates area which we found quiet with plenty of food and drink on offer. Boarding was quick and the cabin was on a 1x2x1 layout with 12 seats although there was a larger b/c cabin behind that had about 30 seats. Again food and drinks were plenty full and good quality. Service from the cabin crew was excellent and the cabin manager (Lauren) even made up a birthday card when she found out it was my wife's special birthday. Departed early and arrived at JFK early as well. The only thing that I disliked was paying £117 each to select our seats and no free wi-fi.',


'Not Verified | Extremely rude ground service. We were non-rev flying and London was our connection/layover. Gate agent was extremely rude and forced me to check my carry on suitcase with the explanation that it was "oversized." However, when I put it in the sizer, it fit perfectly without force. The plane was not fully booked and had lots of room overhead. The gate agent was insistent and rushed us with no regard for the fact that we would have to redo security in order to get our bags again, as we were switching airlines and needed to carry them on due to our non-rev status. The flight itself was good, attendants were polite and helpful. No complains there. Just extremely unhappy with the gate agent service. I understand that it is not a pleasant job and frankly I would not be overjoyed to work there either but that does not explain why we had to be inconvenienced with no fair explanation or attention.',

" Trip Verified | My son and I flew to Geneva last Sunday for a skiing holiday in Les Arc. The flight was cancelled moments prior to boarding and we were transferred to a flight departing three and a half hours later, that then got delayed by a further three hours. They didn't load any food on to the plane and forgot to load the baggage for all the business class passengers who had been on the earlier flight. Problems happen, it's a complex operation. What is totally unacceptable is the service one receives when there is a problem. The offshore call centres are unhelpful and obstructive, wanting to fob off issues by getting the customer to call special help lines that merely refer one to a webpage and then cut off. The web pages are often unable to give information as they are not updated and often refuse to update your input

ts 'at this time. please try again later'. There is no access to people that are willing to help, empowered to help, or actually move a situation forwards in any way. We've been sitting in a hotel waiting for the bag to arrive for two and a half days, unable to ski due to our entire wardrobes being in the cases. The outdated luggage 'tracking system', had the suitcase in Geneva 2 days ago, where it sat with no-one willing to step up and get it delivered. What an incredibly heartless and incompetent company. ",

' Trip Verified | For the price paid (bought during a sale) it was a decent experience although the club class (business class) seats offer no more legroom than economy class (using short-haul fleet on a 4 hour flight). Fast track through security was not honoured. The lounge at Istanbul airport was over-crowded as it is also open to the public who can pay for usage, causing a long queue for entry , which was badly organised. Boarding was smooth, cabin crew were friendly but their service was hit-and-miss. Eg. Some people got a "welcome" and some didn't; Half of the cabin was automatically offered coffee after dinner but not the other half. However, drinks were replenished generously and regularly and the meal was good (with a choice of three mains from the menu).',

" Trip Verified | Flight left on time and arrived over half an hour earlier than scheduled (thanks to strong tail winds). The flight was full but no catering had been loaded for economy passenger at Heathrow so for 3 and a half hours we only had a small bottle of water and a small packet of corn snacks. Nothing at all available to even buy to eat! Worse than a low-cost carrier experience in this sense. One of the light panels overhead the seats towards the back of the plane was broken and loose and just hanging above the unfortunate passenger's head for the whole flight (poor maintenance of cabin). I would choose another airline on this route in the future, as one of their competitors offers full meal service on this route even in the economy cabin.",

' Trip Verified | Very Poor Business class product, BA is not even close to the other airline leaders. Which ever way they sell the seat on a 777 it is a 2-4-2 layout. The cabin feels and is very cramped. The food in business class is economy quality just served in a china dish! However, the price of course is at premier levels. The only positive of the whole flight and return were the cabin crew who were fantastic. I felt genuinely sorry for them having to try and flog such a poor product. Would I fly BA business again? only if there were no other options and I had no choice.',


'Not Verified | This review is for LHR-SYD-LHR. BA015 and BA016. Business class had a 1-2-1 configuration on 777 giving space, privacy and easy aisle access. Seat reclines into com


fortable flat bed. Good quality pillow and duvet. Privacy with sliding door. Good storage space around the seat and charging point. Flights on time - no delays. Gluten free meals were very poor in quality and presentation. Warm processed meat between two bland slices of GF bread apparently is a business class breakfast. On two sectors the main course (no choice offered) was bland fish which was served in a single small tray covered with foil - in business class? Condensation had formed as the dish was reheated (probably from chilled) so the offering was sitting in a weak watery liquid. One crew member appeared genuinely apologetic as they meekly served one meal. Do BA also serve the same GF offering in economy, economy plus and first on a long haul flight? My advice if GF - take your own food or dine in the lounge if you are in the care of BA for 24 hours. My travelling companion had very good regular meals, or so they told me, with a choice of main course on the same flights. Crew gave the impression that they were doing a job covering the basics and rather than welcoming and engaging. Usual hospitality industry waffle about service but little of substance delivered.',

✓ Trip Verified | Absolutely pathetic business class product. BA is not even remotely competitive with other International airlines in the business class market. With old outdated 8 across seating - no, I did not make a typing mistake - you either have to climb across someone or someone has to climb across you to gain aisle access. The crew must also hate this layout since they have to reach through little window openings to provide service to passengers in the 2 center seats. BA, like most other European-based airlines does not have a factual Intra-European business class product even though they promote & sell business class. Intra-Europe flights feature the same 3+3 seating throughout the aircraft & the only difference being the middle seat is left empty in "business class" & passengers get a meal & drinks, but this does not justify the higher cost. BA's Trans-Atlantic business class product is only slightly better because of the "narrow" 8 across seating. The biggest surprise on both the LIS/LHR & LHR/IAH flights was that BA has, in fact, substantially improved their food quality. Shocking! Unfortunately, it is served in the WORST business class configurations of ANY International airline I have flown. The entertainment system & small screens - my laptop screen is twice the size - is like an airline offering 2 decades ago. The flight crew was "pleasant & perfunctory" which is about the best one can expect from a BA crew. BA will simply never match the quality of carriers like Singapore, Emirates, Qatar, Etihad, EVA, ANA, Japan, Air New Zealand, Qantas or many others. BA can compete with US-based airlines like Delta, American & United, which are a

Also not even in the same Universe in terms of a high-quality business class product. One of the biggest slaps in the face is that BA expects business class passengers to pay to select seats, even though they have paid thousands of dollars to fly business class. Several hundred US dollars for Trans-Atlantic flights. Only if you wait until 24 hours before flight time are you allowed to select a seat at no cost. Certainly another BA Management decision that was made without a functioning brain.',

'Not Verified | Overall not bad. Staff look tired and overworked, trying their best. Weird seats, I was in 21G going, and 21D going home. The buttons to press for the seat recline are so stiff I had to get help on both flights to get them to work. There is another button, also very stiff, to bring the "leg rest" out. This is an awkward thing which doesn't come up far enough to be of any use at all for your legs, but just obstructs your feet really. Again, I had to get help to activate the very stiff buttons. At one point, the lady next to me was pressing the buttons for me while I tried to recline, sit up, or put the "leg rest" back. We gave up and called the flight attendant, who also had trouble. BA: please give this some maintenance! Food: only one out of three menu choices available by the time it got to me in Premium Ec. It was pasta and was not too bad. A Christmas Turkey Dinner was offered, but why not load more if it is so popular that it is not available 10 minutes into the meal service? "Breakfast" was an unidentified soggy pastry thing in a cardboard tube. It was disgusting, same offered on return journey. A cold pastry and fruit would be so much nicer. The tea and coffee was hot at least. Overall, I would say Air Canada provides a much superior Premium Ec service than BA. I won't choose BA again.',

' Trip Verified | This was our first flight with British Airways in over 13 years and as usual I couldn't fault them. As we were connecting, we had little interaction with ground staff - staff in the lounge were friendly and helpful. Cabin crew on the flight were great - very welcoming and friendly. Our meals were delicious & no shortage of drinks being offered. The seats were economy seats with the middle row blocked off and some recline. We arrived into Stockholm a little early through a snow shower which was a nice welcome back to Stockholm. Bags (checked in at JFK) were delivered safely with in 20 mins of arriving.',

' Trip Verified | I recently encountered a highly disappointing experience with British Airways, specifically regarding their customer service. After my initial flight leg was canceled, I was rebooked with a connection at London Heathrow reduced to a mere 1 hour and 30 minutes. Realizing the impra

cticality of this, I promptly contacted British Airways with in 10 minutes to request a more reasonable layover of 3-4 hours. Shockingly, the customer support representative flatly refused, citing an inability to change my flight. Despite explaining the logistical challenges of a short layover and a terminal change requiring additional security procedures, I received no assistance. To add to the frustration, the representative inaccurately noted on my account that I was presented with multiple options during our conversation. Moreover, the use of military time format and the lack of initial options provided only exacerbated the communication issues. Both phone and email support proved equally incompetent, and I was informed that customer service is outsourced to India, allegedly contributing to the subpar service. This experience has left me not only struggling to rebook my flight but also with a strong resolve to avoid British Airways in the future. The lack of assistance, blame-shifting, and overall incompetence in customer service make it my worst experience yet. I strongly advise others to steer clear of British Airways and their appalling customer service.',

"Not Verified | Beware! BA don't provide any refund due to a very serious medical reason. My father was diagnosed with a severe heart defect a couple of weeks before his flight date and BA refused to give any refund as this was not a good enough reason!! We sent them a medical note from his doctor saying he is unfit to travel due to potential heart failure and needs to have heart surgery as soon as possible, and the operator totally dismissed it. They said only thing they can do is change the travel date within a year. Heart surgery recovery takes months and it's highly unlikely that he will be able to travel within the year, meaning he would lose his ticket and money! They said they can't do anything to help, not even change the name on the ticket so someone else can use the tickets! The most ridiculous thing I've heard!",

✓ Trip Verified | Check in was chaotic and badly organised. Even though there were two desks, one for premium and one economy, there ended up being just one queue, in front of the premium check in, even though most passengers in it were economy. That meant that those travelling in club or with higher status had no separate queue to join. Whilst I was waiting in line another passenger went up to query and we ended up forming a new line in front of the economy check in desk for premium passengers, unnecessarily badly organised, the staff in charge should be retrained! Security at the airport was very quick and through to the lounge. This is a generic airport lounge for all airlines, and it is actually quite good overall. Nice layout and seating options, reasonable food and drink options, and an outdoor terrace which is really ni

ce. Boarding was very well organised, although quite slow to get everyone on board.. but the flight was probably only half full and we still departed early so I think they felt no rush.. and it actually made the boarding experience nicer and more relaxed. On board the club Europe seats are fine by European business standards, although as previously commented are really not very good overall.. the meal service was disappointing. As is normal, BA do not stock enough of the proper meal option .. when the options are so limited and varied in quality BA really should stock enough for everyone to have the good meal. Sadly they had run out by the time they got to me so I had the option of vegetarian sausage or a salad. I wanted a hot meal so went for the sausage and I can honestly say it was one of the most disgusting onboard meals I've ever had in any cabin class, rolling some mush (similar consistency to mashed potato) into a sausage shape does not make it a sausage! BA you need to improve the meal options, make the vegetarian meal something you specifically have to request in advance and offer all passengers a choice of two decent meals .. then people will not be left with such a substandard alternative when their first choice runs out! Whilst I hadn't planned on using it, the on board WiFi was not functioning so was not available to use. Overall though the flight was fairly comfortable and the cabin crew were very friendly and efficient. I used avios to pay for the flight so it was obviously good value for money for me!'

'Not Verified | All 4 of our flights were fine in terms of comfort, punctuality and service. I feel safe with BA and that is my main reason for booking with them even though I could travel with other airlines more directly. On our return flight ATL/LHR we skipped the evening meal preferring to sleep and were looking forward to a hearty breakfast prior to arrival at LHR. Sadly we were seriously disappointed. To serve a chicken sausage in a wrap for a business class breakfast is just unacceptable. Does BA actually pay experts to design these breakfasts? Low point on an otherwise good trip.'


'Not Verified | I had hoped this would be a good review but unfortunately it won't be. I flew business class from LHR to PDX on the BA nonstop. It was a 787-8 series aircraft. The flight attendant specifically mentioned it was eight years old as he recalled flying it when it was brand new. The business class seats were abysmal. My seat was at the window facing backwards. With the divider down, which had to be in that position for boarding, taxi, takeoff and landing, I was literally just a few feet away from the person in the aisle seat who was facing forward, We both couldn't help but stare at one another. It couldn't be avoided. It was horrible. The service wasn't all that good either. The flight attendant di

d a pre-dinner drink. When she came back to ask for my choice for dinner, she said none of my selection were left. I was a little upset as nothing else appealed to me. She then came back later, and said the other part of the aircraft had more of the meal selection I wanted. I'm not sure why they didn't coordinate that to begin with. I was NOT offered any wine or other drink with dinner. The meal was put down in front of me and the flight attendant never came back other than to clear the tray. Overall, this flight was not very good. I flew over on American and back on BA and paid \$6000 round-trip. I'd fly American again. My preferred carrier is United or Lufthansa. I'll never fly BA again.',

✓ Trip Verified | I was going to fly to Frankfurt from Glasgow over London but the flight from London to Frankfurt was cancelled. This meant I had to stay overnight in London where I have no accommodation etc. As I was rebooked to a flight from London City airport which was more than 2h by train I had to get an uber and then take a hotel for £250 in total (London prices). I was reassured over the phone that I would get all the money back. My flight from London city airport was then cancelled again and rebooked to London Heathrow but two days later. I then cancelled that flight and rebooked a new one with Lufthansa as I urgently had to get to work and needed the money. I never received the money back for the hotel, compensation for cancelled flight 1, compensation for cancelled flight 2, the extra food I had to pay for, the uber, or the actual cost of the flight. I was first transferred 3€ by British Airways. They stopped replying to me and told me the issue was "weather conditions" although other non-BA flights were going. I lost over £700 in total and never got compensated for the loss of a work day either. It just really feels like they don't care about people. Worst service/airline ever.',

✓ Trip Verified | Much better experience this time around. Flew CPT to LHR on a new A350. Checkin was efficient. I used the Bidvest lounge at CPT as it is better than BA's lounge. Boarding was speedy. The new business class club suites are very good. Slightly irritating to be directed to the wrong seat (1A instead of 1K) which meant that after settling in the passenger in 1A showed up. We arranged a seat switch. Second time in a row it has happened. Why can't BA staff memorise which side of the plane is which and get it right? Captain's announcement was short and on point. Welcome drink was served at the correct temperature i.e. cold (first time ever for me - previously BA has always served the welcome champagne warm). IFE system was good - everything worked as it should. Felt slightly cheap that business class passengers have to pay for wifi. I did not bother. Cocktail was good. Th

e nuts came on a cheap plastic tray which was naff ... other airlines bring out something classier. A female flight attendant came to take my order and I asked for Rooibas panacotta and the chicken breast. She repeated back to me "so you want a P and a C". It was such a bizarre thing to say that I misheard. I thought she said "so you want beef and sea"? Confusion reigned until she explained to me she had a checklist of passenger orders and they abbreviate to first letters so she was saying "P" for panacotta and "C" for chicken. But how bizarre to repeat back an order to a passenger in code. Why not just say, "so to confirm panacotta to start and chicken as your main dish", like every other restaurant / airline does in the world? The internal coding of food ordering is exactly that - internal. She even looked irritated at me that I did not understand her jargon first time. The food, when it came, was excellent. Much much better than recent flights. I read somewhere that BA changed caterer. If so, it shows. The panacotta was superb as was the chicken ... good restaurant quality. The wine was OK to good but definitely not good to excellent. I feel that while the food has got better in BA business class, the wines have got worse. Certainly compared to Air France which I have also flown recently. The wine was brought out on time (not after I finished eating as it was last time I flew BA business). Cheese was also good and not teeth crackingly cold as last time. I had a good night's sleep. Plenty of snacks out if you wanted them (and they did not run out). Breakfast was excellent and the coffee was hot (previously it has been lukewarm). So all in all a vastly improved service offering. The staff seemed rushed off their feet ... it would not hurt to have an extra flight attendant to look after so many business class seats. Overall summary: vastly improved passenger proposition. It would be 10/10 but I deduct a point for showing me to the wrong seat and another point for the bizarre interaction with the female flight attendant who repeated my food order back to me using internal jargon codes.',

 Trip Verified | Once again a terrible business class experience with BA. The flight was delayed by 4.5 hours, The plane was very old with problems with at least 4 of the seats in business class not cleaned properly prior to departure. Food was terrible as always with BA and only one choice available from advertised menu. As a result of the delay we missed our connecting flight from Heathrow and instead of putting us on the next connection they chose the second last flight of the day - which was also delayed by over an hour meaning we had an additional 4 hour delay whilst at Heathrow. At no point were we advised about our compensation rights (despite asking at check in and connections) or provided any vouchers

during the delays. Having flown Etihad, Qatar and Virgin business class equivalents over the last year it is clear to see how big the gap now is between BA and its rivals. ',

"✅ Trip Verified | BA A380's are showing their age, hopefully they will update the interiors soon because it was a let down especially when the flight lasts 11 hours. Cabin crew were good and helpful. Dinner was ok but the breakfast was grim. On board entertainment was not the latest and seat back USB points didn't work. The only upside of BA is that it is only 1 of 2 airlines who fly this route directly and their pricing reflects this, if you're prepared to lay over then there are better airlines out there.",

'✅ Trip Verified | Credit to BA - Flew to Singapore recently and also back from Doha to London and both experiences were great. Service was fantastic as was the quality of the food, entertainment and was left feeling BA have got it together after a few previous below average experiences. You definitely notice the difference with the staff on BA - Far more approachable and outgoing compared to the cold and corporate middle eastern airline crews. Nice one BA for 2 great flights.',

'✅ Trip Verified | The check in area for premium classes at Gatwick is very nice, and there was no queue when I arrived so I was able to drop my bag very quickly. Premium security at Gatwick is fine. The flight was delayed due to NATS issues, but the member of staff on arriving at the lounge let me know of this. The lounge is nice and it's very comfortable. There was an excellent range of food and drinks. All the drinks you would expect. Food wise there were sandwiches, soup, pasta, salads, fruit, Spanish stew, as well as turkey and ham pies with mashed potato, roasted parsnips and carrots and gravy. It was all really good and particularly nice to see so many options. Boarding was pretty slow, although the gate crew did a good job to keep it well organised and allow priority passengers to board first. As has been well documented the onboard experience in terms of seat on BA Europe business is pretty poor, but in line with other European carriers sadly. That being said, the seat is well padded and comfortable and the adjustable headrest is quite good. The onboard catering was of excellent quality. I was lucky to get my preferred option of the roast turkey, but several people sat near me weren't as lucky. I do understand that meal options may run out but when the meal options are roast turkey with all the trimmings, vegetarian cottage pie or a chicken salad you really should be stocking enough for every passenger to get the proper meal. Or failing that, allow an order in advance service where you then only stock the meals that people want to eat. Whilst I fully support the desire to minimi


se waste, both food and cost, people really should really be able to get the ideal meal option. Unfortunately one of the people affected reacted very badly to this and took it out on the cabin crew which is unacceptable.. they also lost a bit of perspective about just how serious a situation it actually was! The cabin crew were very nice, friendly and professional, if a little slow.. but not to the point of detracting from the positive experience I had. The ground service at Gran Canaria was pretty poor, priority bags clearly meant nothing. 95% of bags coming out were not priority, mine came out about halfway through bag delivery and demonstrates poor delivery of service and not fulfilling on the service they promise to their customers. Overall though it was a very nice flight, and having paid for it using avios and £1 I cannot complain at all.',


✓ Trip Verified | The flight took off a little late due to Heathrow congestion but still landed on schedule. Boarding was smooth and the onboard service was efficient. A small snack was served for free with a bottle of water; additional items were available for purchase. The cabin and toilets were very clean. Overall an unremarkable flight but in a good way! ',


✓ Trip Verified | BA is great in the air! But... they sell you connections thru London Heathrow Terminal 5 (their private, BA-only terminal) which you are practically not able to make. 90 minutes stopover time, European flight inbound, transatlantic flight outbound, you arrive at the terminal gate ON TIME and... book, security! Endless line, slow process. Your boarding starts and you are nowhere near the X ray, and then.... it is a train ride withing the same terminal (but different, distant buildings). Almost impossible to make. Lots of stress.',


✓ Trip Verified | I had broken my leg 2 days before our return flight from Lisbon to London. I called to get some assistance from British Airways, hoping for wheelchair assistance, an easier seat to get to, or possibly an upgrade so that I could stretch out my broken leg, which was in a cast. This airline failed on all fronts. Quoted us a price of €6,000 each (I was traveling with my husband), which we could not do. Almost didn't let me on the plane, trying to interpret my medical report. They did not attempt to change our seats, which were near the back. The single concession they made was to allow me to board 1st, but did not offer a wheelchair, so I had to swing myself down the aisle to my seat using the arm rests of all 21 rows before my seat, as the aisles are not wide enough for crutches. Might I add, I am nearly 70. Had to exit same way. No wheelchair waiting for me at Heathrow, had to hop onto bus with crutches to change terminals and nea

rly took a tumble doing so. Took so long to get a wheelchair that they had to hold my connecting flight (on another airline) for me and we were last to board. That flight had allowed us to upgrade to business class, for a reasonable price, and took great care of me.",

' Trip Verified | Check in at MIA straightforward. BA use American flagship lounge near gate D30 which is excellent. Flight delayed but only by 1 hour. Boarding chaotic. On board staff were fine. Seat was fine too but product ageing. Post take off service prompt. Slept for 6 hours. I noticed that in club world BA have ditched rose champagne which is a shame. Pre arrival breakfast was ok. Slow to deplane. Luggage of f ok.',

' Trip Verified | \xa0 \xa0Never I saw such a terrible customer experience. The plane landed already 30 minutes late: despite any operational delays, the boarding took over 1 hour because the crew did not know where to place the luggages. After this long 1 hour boarding process, the captain did not apologise. This is extremely frustrating when this occurs on a night flight, forcing passengers to lose train connections to home.',

" Trip Verified | Having not flown with BA for a few years, I read some of the reviews in preparation, needless to say I boarded this flight with low expectations. I was pleasantly surprised as the flight was ok. We left LHR a few minutes early and arrived at JNB ahead of schedule. Cabin crew, although not as good as some carriers were attentive and professional. Onboard catering was a disappointment as if you were unlucky to miss out on the chicken you were given a very sloppy pasta. On board entertainment has never been BA's strong point and sadly that hasn't changed. Unfortunately BA is not the prestigious carrier it once was but its not as bad (from my experience) as some reviews suggest.",

" Trip Verified | Dear Community I feel compelled to share the utter frustration and disappointment that defined my recent travel experience with British Airways. Buckle up, folks; this one's a rollercoaster. On July 16 and 17, 2023, I had the displeasure of flying with British Airways on BA709 and BA7, and let me tell you, it was a nightmare. The initial flight from Zurich (ZRH) to London (LHR) on BA709 faced a seemingly unavoidable one-hour delay upon arrival at LHR. This, of course, resulted in me missing my connection to Tokyo, triggering an automatic rescheduling of my flight to Tokyo (HND) via Beijing with Air China. Oh, but the fun didn't stop there – flight CA183 was also delayed, turning my 16-hour delay into a grand total of 23 hours, finally arriving in Tokyo at 23:00 instead of the promised 7:10. And the cherry on top? My four checked-in suitcases decided to take a detour an

d didn't join me in Tokyo, forcing me to waste an additional two hours filling out forms at the baggage center. I finally got my lost luggage back on July 23, because why make it easy, right? But wait, there's more! My return flight from Tokyo to Zurich (BA8) on August 8 also danced to the delay tune, making me question if punctuality is just a myth for British Airways. The cumulative impact of these delays torpedoed my vacation plans, stealing a whole day of scheduled activities, including a guided Tokyo tour. As if that weren't enough, I had to dig deeper into my pockets for unforeseen expenses—extra airport transfers, tour operator assistance fees, emergency purchases, airport meals, and international calls for rearrangements. The lack of assistance at LHR airport was the icing on this bitter cake. Installing the BA app just to get basic information about alternative connection flights was a hassle, and the fact that no BA clerk could provide this info in person was downright infuriating. British Airways, you've left me with a sour taste in my mouth and a dent in my wallet. Here's hoping you take this feedback seriously and step up your game because right now, it's not a good look. Frustrated and fed up, Bert",


✓ Trip Verified | Quick bag drop at First Wing but too many passengers so had to use fast track security in main terminal. Direct entry to Concorde room outside security south. Ate excellent breakfast which was served promptly. Concorde room is a nice place to wait for a flight there is some interesting memorabilia and an excellent bar. Boarding from gates was disorganised and slow. On board cabin crew excellent. Good choice of beverages and these were of high quality. Food was good. Seat comfortable. No first bedding provided. On time arrival into Miami. Baggage took 1 hour to arrive',

✓ Trip Verified | 4 Hours before takeoff we received a Mail stating a cryptic message that there are disruptions to be expected as there is a limit on how many planes can leave at the same time. So did the capacity of the Heathrow Airport really hit British Airways by surprise, 4h before departure? Anyhow - we took the one hour delay so what - but then we have been forced to check in our Hand luggage. I travel only with hand luggage to avoid waiting for the ultra slow processing of the checked in luggage. Overall 2h later at home than planned, with really no reason, just due to incompetent people. Service level far worse than Ryanair and triple the price. Really never again. Thanks for nothing.',

✓ Trip Verified | I recently had a delay on British Airways from BRU to LHR that was due to staff shortages. They announced that there was a 2 hour holding delay but they would board us immediately in hopes of clearing the gate and leaving early. We had to wait the full 2 hours inside the airplane


e. The plane was old, dirty, had no power at the seats. The staff provided a small bag of pretzels and 250ml of water to the passengers for 2 hour delay and 2 hour flight. There were no options to purchase food or drink. There were no entertainment options available. I am a OneWorld emerald elite member but they do not upgrade members based on status. First class lounges at Heathrow are overcrowded, understaffed and poorly equipped. The help desk is completely unhelpful when an error arises with delays and cancellations - even when having the top status. The Avios points system has been devalued to near worthlessness and requires fees to book reward that nearly equal the price of the revenue ticket. British has lost its way in recent years and has moved from a world-class airline to a budget airline with much worse service and timeliness than Ryanair or EasyJet.',


'Not Verified | Boarded on time, but it took ages to get to the runway due to congestion. Flight was smooth and quick. Snack and drinks were good for a short flight. Landed only about ten minutes late. One bag of three left in London, forms quickly filled in, and the bag was delivered the next morning.',

" Trip Verified | 5 days before the flight, we were advised by BA that it had been cancelled and asked us to rebook. There were flights 1 hour before and 1 hour after our original flight but they made us take one 3 hours earlier. Our original ticket (and the return flight a week later) included a checked bag. When we arrive at Heathrow to check in we are told our ticket doesn't include a bag and we will have to pay 75 pounds each to take them. We explained that the original ticket had the bags and when they checked the system they confirmed that it did- but not this one! They would make no effort to sort it out and just told us to pay up or they would remove us from the flight. So we had no choice but to pay up, thinking it should be pretty easy to get a refund. 15 months and 10 emails later we have still not seen a penny. Every time I ask where my refund is and state how long we have been waiting I get an inane email saying some departments take longer than others to respond! Absolutely hopeless airline to stuff up the booking in the first place and even worse customer service to not even attempt to solve the problem at check in even when they could see the mistake THEY had made in their system, compounded by being unable to investigate a very simple claim, and refund me 150 pounds in 15 months.",

'Not Verified | \r\nWe traveled to Lisbon for our dream vacation, a cruise to Portugal and Spain. Our friends did not EVER get their luggage. It was a two week cruise. Two weeks without a change of clothes or her CPAP machine. Contacting

customer service was a nightmare. We never talked to a real person. Very little effort was put into getting them their bags. In one port we were on the ship and the bags were at the airport. The airlines did not deliver the bags nor did they tell our friends that they needed to go get them. The airline couldn't be bothered to take the bags from the airport to the ship. BA says it is their policy to get you your bags within 72 hours. That is a joke! It's been over two weeks and they still don't have them. They are back home in the US and last they heard the bags were in Lisbon! If you have a choice, do not fly British Airways. Customer Service is nonexistent!',


' Trip Verified | Booked a flight from Bucharest to Manchester with a 2h 45' layover at Heathrow. Flight was delayed from Bucharest because of ATC strike. Arrived at Heathrow 40 minutes later than scheduled and still had enough time to catch my connecting flight. Unfortunately we were stranded in the plane and waited a very long time to disembark the plane due to lack of staff or slot shortage (it's a common problem with BA at Heathrow). I missed my connecting flight because of their delays and they told me I had to wait all night in a freezing airport for the first flight the next day. There was just a shameful 10£ food voucher which is a joke considering the ridiculous prices at LHR. No accommodation offered and had to sleep in a very cold airport. I asked for compensation and they sent me a long text with the same lame excuses that they are sorry, but they will not compensate anything. I can't imagine a worst airline than BA regarding customer care. It is not about money here but rather than the way they treat customers. It is the last time in my lifetime that I will be flying this joke of an airline.',

" Trip Verified | Booked online months ago and the only hitch was replacement aircraft meaning chosen seats were different. I was informed of this prior to departure so could amend. Bag drop at MAN T3 wasn't smooth but I suspect that was MAN fault. Shuttle boarding was slow and delayed meaning a rush at LHR T5. The flight to CPT was full but we left more or less on time. The cabin was clean and PE was what we expected, sufficient leg and arm room plus a few little perks with drinks. Only complaint is the seats actually recline too far. Staff were very good during the first few hours of service, especially George. Food was quite tasty but one option wasn't loaded. Breakfast was also quite tasty and we landed on time. The fly in the ointment is both our cases arrived late on the carousel and only later did we notice both had been broken into, likely at CPT. All in all a pleasant surprise."


' Trip Verified | The flight was on time. The crew were

polite. It was the same story on my outward flight. I find that BA in Europe is generally pretty good, though I regret that they have substituted Prosecco for Champagne on the list of drinks you can buy in economy! So many complaints about BA and other airlines revolve around lost luggage that I never check in bags, even for long trips.',

'Not Verified | Angry, disappointed, and unsatisfied. My route was from London to Atlanta. My suitcase was not boarded, therefore not landed with me. For both comfort and safety reason, a bag always fly with its passenger and that did not happen. Claims and few phone calls were made by desk assistants who answered my questions unprofessionally and miserably. Certainly, I was left with nothing but my backpack which contained not more than few snacks. Neither clothes nor anything else was ever provided as an apology. Meanwhile, I was also told that my bag would have been delivered through the next 24 hours which also did not happen. British Airways is a great airline to fly with but its organization, when it comes to customer service, is poor and uncertain. Still waiting for my bag.',


' Trip Verified | As an infrequent flyer, British Airways was always my first choice. With some reassurance and comfort of service, quality, luggage allowance etc. In fact I've never flown with the budget airlines. My most recent flight has now changed my view and causes me to reflect on what am I actually getting for my money and is BA what they once were. While the flights were around an hour delayed both ways, the cabin and ground staff service were ok. It is the facilities (or lack of) that I am most disappointed by. The flight was Approx 4 and a half hours and the only thing offered was a half cup of water that was poured out and a bite sized banana slice of cake. In fact on my return journey I wasn't even offered the water! To top it off BA no longer have a media screen from which you can select something to pass the time away. There wasn't even the obligatory flight journey. The WiFi was poor. I couldn't even access the shop. However, for a fee so much more was available. This explains BAs record profit of £1.52bn. So, the question is, what am I paying for? I will now for sure opt for the budget airlines. They are transparent with what they offer and what you have to pay for, which I can decide to choose or not. As BA now stands for Basic Airways I'll go elsewhere and get basic for cheaper.',

'Not Verified | A totally unremarkable flight, on time, as comfortable as European configuration goes. No catering due to the storm - effect greatly exaggerated. This was advised by email, and a euro 15 was provided - not easy to use - but lounge made up for this loss.',

" Trip Verified | 1. Ground crew in Heathrow left 60 pa

ssengers luggage. We had 3 bags. 2. The Heathrow ground crew left 1 of ours behind after the 1st two were received the next day. 3. The Heathrow ground crew lost our 3rd bag 4 times and we were on the phone with them for over 3 hrs over the course of the week! 4. Due to this, we had to spend \$500 on health and beauty items for my wife on our cruise. 5. British Airways said they MIGHT reimburse after 3 months. 6. We had to spend \$100 in cab fare to Barcelona because the Barcelona ground crew (Iberia) claimed they had delivered it to us. 7. Heathrow ground crew made us 15 minutes late arriving back into Heathrow after our cruise. We actually landed 10 minutes early, but those incompetent people still were not ready for us. 8. The Heathrow ground crew caused us to leave 45 minutes late even though ALL passengers were boarded and ready 15 minutes before the departure time. This will probably mean we will miss our connection in Anchorage. BA clearly does not care or know how to operate a ground base...shameful. BA is a joke and should be embarrassed they can't operate like a normal airline. They do not grasp the concept that even a small hiccup can cause mass ripples of chaos to other people.",

✓ Trip Verified | London Heathrow to Gibraltar on 24th October 2023. I shall start by reference to the booking process. I used the BA website to reserve the seat and food the website to be easy to use and clear in every aspect. The flight was due to depart from terminal 3 but the passengers were bussed for a good 15 minutes to a different part of the airport where the aircraft was on a stand. When boarding the flight the cabin-crew kept a very low profile and this was maintained during the entire flight. The captain made 3 brief announcements during the flight. There was no in-flight entertainment. The seats were clean and comfortable enough for a short flight. The lack of catering was overt. Other than a tiny bottle of water and an inedible "breakfast bar" one had to use an online system to order even a drink and of course pay for it too. The passengers next to me could not use the online system as it does not seem to work and the cabin refused to sell them a coffee because of this fault. Moreover, the USB charge points did not work either. Given the early hour of the flight it is a poor show that there are not even for sale items available from a trolley service. The system BA have in place is not good enough. The flight arrived on-time. The disembarkation was inefficient though and poorly managed and the crew were not to be seen. The crew were wearing the new BA uniform and it seems to reflect a downward trend of the airline. To be candid, there was any difference between this BA service and that of so-called "budget" rivals. On this route BA have a monopoly and so I did not have an option to use the services of a different company.',

' Trip Verified | First time flying British Airways and I would not hesitate to fly economy with them again. Flight attendants were pleasant and efficient. Excellent special meal (low sodium). Comfortable space in economy. One of my better flights.'


'Not Verified | I flew London to Cairo and return in October 2023. It was basically a perfectly good pair of flights in Economy, with pleasant and professional cabin crew (especially on the return journey). Being only 1.73 m tall I have no problem with legroom in the back of the plane, the seat was OK if getting a little numbing after 5 hours, and the return of a rather good included snack box and drinks was welcome. However, it must be said that the value for money was poor: with a checked bag on the return leg only, this was a nearly £700 ticket. And although I am content to pass the time by reading or sleeping, it was surprising to find no in-flight entertainment on 5-hour flights. However, overall I would still recommend BA and would do so even more enthusiastically if it was more sensibly priced.'


"Not Verified | Absolutely the worst experience ever. Flew into Heathrow, no problem. Waited for 5 hours, three extra hours, for our connection to Porto then they cancelled the flight. Scrambled for a hotel and a new flight the next day. They routed us through Madrid the next morning. That flight was 1.5 hours late so we missed our connection to Porto. Because we missed the connection (their fault), they cancelled our return flights. After two hours on the phone with customer service from the Madrid airport, they booked us a new return flight, then they made us pay \$ 1300 to fly from Madrid to Porto. Then, for no reason they cancelled our return flight again! After hours, and hours and hours with customer service, we finally got a return flight five days after our original return flight. Meanwhile, they lost my wife's luggage. We finally got 15 DAYS after they lost it. Return flight? More problems with our reservations. At no point was British Airways helpful. They left the onus on us to fix their mistakes at every turn. They completely ruined a three week vacation and they don't care. They wouldn't even let us speak to a supervisor or manager. Awful, bordering on passenger abuse."

"Not Verified | \xa0 \xa0Flew back from Malta after scattering our son's ashes at his favourite spots. When we boarded the aircraft for our return flight my wife became upset. A member of the cabin crew noticed this and immediately spoke to my wife and tried to reassure her. Her name is Tracey, an exceptional crew member. I noticed she spoke to other travellers in a courteous manner and was friendly. Each time she passed my wife she asked how she was and would she like anything

g. This kindness made a difficult time easier for us both. Aircraft seats were comfortable and service good for a 2hrs. 45mins. flight. Thank you B.A.",

'Not Verified | Cabin luggage had to go to cargo, even when I said I carried medicines. There was no time to get them out the hand luggage. The economy seats with Virgin Atlantic, KLM and even Ryanair have more space. Luckily it was a short flight.',

' Trip Verified | I have been using BA for a while now and on average I cannot say that I am pretty satisfied. BA somehow experience cancellations and delays most of the time. Second, the in-flight service is usually weak. Food portions are small and cabin crew is not very helpful especially when it comes to drink requests. The screens in the A380s should be renewed as they are full of scratches and same size as A321s. Especially in longer flights, the entertainment system becomes more important. There is also no welcome package except for pillow and small blanket. I would expect more from BA. If you are flying from the US to anywhere except the UK, I would recommend considering other airlines. But if you are flying to/from UK directly, then BA could be one of your choices.',

" Trip Verified | I flew from Istanbul to London in Business class. For more than half of the flight a child was watching an iPad very loud with no phones plugged in - it was three rows in front of me and disrupted my flight as I could hear it above my headphones. Staff thought this was fine and refused to tell the mom to turn it down. Why is this acceptable on a flight especially in business class? Has this airline turned into a zoo? Are staff given no training in customer service? Why is a child allowed to disrupt other passengers? When I told the staff she just laughed at me. BA customer service is a disgrace. I've not even mentioned the food but it was bad, really bad.",

'Not Verified | I have flown on BA several times since the airline started non-stop service between Austin, TX and London Heathrow. Every year the service gets worse. I brought a tape measure with me to see how far apart the seats are in the economy section. 25½ inches. BA has removed bathrooms in order to squeeze a few more rows of seats onto the aircraft. Thankfully I'm not a big person and was able to squeeze into my seat without being too uncomfortable. When BA first started flying out of Austin, the food was great. Now, when I arrive at Heathrow, I get real food and take it on the plane with me. I don't know where or who makes BA's food, but it is not eatable. If BA did not have a direct flight from my home town to London, I would fly with a different airline. When we checked into Heathrow, the line was extremely long and only

y one person was checking people in. It took nearly an hour to get to the counter. I understand airlines are making record profits and need to make up lost revenue from the pandemic, but I think BA has gone too far and has little concern for customer service in pursuit of profits.",

✓ Trip Verified | The flight departed over an hour late due to a late inbound plane. The plane was very full, and half of the economy class passengers were forced to check in their larger cabin baggage at the gate when boarding, making a complete mockery of the hand luggage allowance advertised. Lots of passengers on board were stressed out about missing onwards connections due to the delays (and some did miss them as their next gates had closed by the time we disembarked at Heathrow). Onboard service was ok but minimal - BA gave up being a full-service airline some time ago. More concerning is that trying to get hold of customer services to make changes to bookings and deal with problems was nonexistent. The airline seems to make it deliberately hard for its customers to contact it.',

✓ Trip Verified | I hate British Airways! We get to London on Oct 3 and our next flight is cancelled. We stand in line with 1200 other people to get it fixed and they tell everyone to leave the airport and call them to fix. They book us the next day..via online. Don't offer vouchers for hotel, we will miss our tour. Now trying to get home from Istanbul. Plane is here but should have started loading an hour ago. No explanations. May miss next flight. Will never travel with them again. Was this same problem April 2022 flight.",

✓ Trip Verified | Our BA flight from Porto to London Heathrow T5 was operated by Finnair using a Finnair plane and crew. This had been advised by BA shortly after booking, with the option to change flights if we preferred. Although the business class cabin was of a similar layout to BA Club Europe, i.e. with the middle seat kept free, my wife and I felt the seats were more comfortable and the legroom slightly better. Service was good on board and the meal was very tasty (we chose the beef cheeks). All was good until we landed at Heathrow! Although we passed through passport control without delay, once we were at the designated baggage reclaim, we just waited and waited! After an hour and ten minutes I went to the BA baggage counter to ask what was going on. They seemed unaware of an issue, but said they would find out! Over the next hour or so various other passengers also requested information and despite various announcements and a list of different excuses it was almost 2½ hours before the bags finally arrived. Frustrating to say the least. I subsequently complained to BA, but after 4 weeks there has been no explanation just the automated message from customer service


s 'we are experiencing exceptionally high volumes'. This response says a lot!'


✓ Trip Verified | The customer services (call centres etc) are atrocious and sometimes callous. They just don't care. Long waits to speak to anybody, who then have no power to actually solve anything, and the calls just cut halfway with out resolution anyway. If the flights are cancelled (as were my original ones) you're really left on your own and nobody cares. The onboard services are so-so but for short haul it's now "semi-low cost" which is confusing as you never know what to expect. This time we were given a bottle of water and a (very) small snack, whilst anything else had to be paid for. And yet on some other flights apparently you have to pre-order any additional food. It's confusing, which makes it not dependable. Cabin baggage is in theory generous compared to competitors in economy but then they asked more than half the passengers on this flight to check in the cabin baggage at the gate due to lack of space in the overhead cabins, leading to long boarding delays. Their whole offering hasn't been thought through very well. The USB power supply did not work throughout the flight (contrary to the announcement that the power be available after the seatbelt sign was turned off) so it was pointless providing the sockets in the first place. Not my first choice airline on this route and am just trying to use up most of my Avios points before I totally abandon them. I fail to see how it is deemed a 4 star airline.'

✓ Trip Verified | I am a frequent flyer with BA and have been for the last 15 years. Having noted the ratings given, frankly, I cannot understand how BA scores three stars for most aspects of its service. In a nutshell, BA has placed profit margins over passenger appreciation. This fact was hammered home on my return leg, which was not in Club Europe. Quite alarmingly, BA appears to place profit over passenger safety by extending its "Business Class" seating up to and beyond emergency exit rows and then failing to ensure those seated in exit rows have the physical capacity to actually open the door in case of an emergency. I was not at all reassured to see an elderly and slightly built woman seated with the responsibility of opening the overwing exit should the need have arisen. Short-haul business (Club Europe) is simply a joke and only useful for gaining valuable tier points for lounge/pre-boarding benefits. While cabin crew service is excellent, the lack of space and reduction in refreshment choices, etc. places them a million 'air' miles behind competing airlines, such as Qatar, Turkish or Emirates who understand the true definition of customer appreciation and hospitality. BA has consistently eroded the value of their Executive C

lub and seems to be of the impression that recent changes in obtaining avios points during the booking process benefit passengers - really? I want to support BA and did enjoy flying with them up to the point when they started penny pinching and became more deserving of the name "Budget Airways" The attached photos taken during my most recent itinerary highlight the difference in customer care/appreciation between British Airways and another airline used in this trip. Both flights were around 4 hours in duration, on the same day. Guess which one shows BA's in-flight offering!'

"Not Verified | Flew with BA to Punta Cana. Took the trouble to reserve seats for both outbound and inbound flights. On boarding at Gatwick, realised we had been moved to much less good seats with other people sitting in the seats we had spent a lot of money reserving. Apparently there has been a change of aircraft and a number of passengers had been automatically reallocated seats for no particular reason. The crew said there was nothing they could do (although of course they could just have swapped us with the couple using our seats). We were told to claim a refund on return home. We did this via a complaint form. BA offered us £100 in vouchers. We didn't accept this as it was less than the cost of the seats and also naturally we wanted our money back. We eventually got it but not without a fight. Very second rate shoddy airline."

' Trip Verified | They downgraded me from business to premium economy. They took three months to get back to me and offered me 200 pounds or 400 AUD. The difference between business class and premium economy (which I never fly) is \$3000 AUD and the difference between economy and business is \$6500 AUD. They owe me at least 1500 pounds and to be very fair 3250 pounds. The downgrade was insulting and incredibly painful as I had a recent cancer operation and have a back injury which I have pointed out to them - I need to lie down. The wait for them to get around to me has been numbing. The insult of their offer has been the slap in the face to continue my degradation. The people I have dealt with at the airport have been down to earth, honest hard working people. The actual staff on the plane were warm and friendly - and helpful. The systems under which BA operates are some sort of medieval torture.'

' Trip Verified | The already delayed aircraft landed and apart from the small BA logo on the rear of the fuselage, there was no indication as to whom the carrier really was. Boarding turned into a farce with passenger groups being told to wait in one queue in order to board, only to be informed we were on the wrong plane and our boarding wasn't allowed yet. The interior cabin was reminiscent of a BA cabin from the

wenty years earlier except the tight legroom and uncomfortable seating which made a budget airline feel luxurious. The crew were not BA but from an unknown charter company. Service was slow, and as usual, choices of food to purchase ran out before they'd reached row 24. I requested a cup of tea which never appeared. Thank goodness for my airport purchased water and the tiny offering of pretzels. The over officious senior flight attendant, who'd been facilitating in 'Club Europe' appeared in economy and immediately slammed down the armrests (whilst still in mid flight) making an already uncomfortable journey feel worse. "Cattle class" was definitely that! To say I was happy to land and disembark was an understatement. Never again BA, never again!'


✓ Trip Verified | Caught up in the Gatwick cancellation fiasco; at some point between what was smooth check in (unable to do online as part of group travel) and security, the flight was cancelled; (we were denied entry to security and departures as a result). It was at this point that we discovered BA Gatwick are not BA, but a masquerade, who are unable to help and provide very little assistance unless the 'real BA' provide information, and even though our baggage was now airside, didn't have a clue as to how we could get it back. It is, however, with thanks to a supervisor from Business Class check in, who came to our assistance and help with our predicament- baggage retrieval, information on what to claim and how, and our revised BA flight from LHR the following evening. (Difficult to give a rating for cabin service as we didn't even board the aircraft)",

✓ Trip Verified | BA has a real problem with boarding it's flights. Those who get on first fill the luggage bins with 2 bags, one of which is supposed to be small and under seat only. Cabin staff don't bother implementing their own rules. Subsequent passengers mill up and down the aisle, bumping into each other, searching for space. Boarding this flight took an hour as a result of this nonsense. The incoming flight was late already so our 90 minute flight was 90 minutes late.",

✓ Trip Verified | Our connecting flight from London to Glasgow was canceled and we were forced to wait 12 hours in the airport for a new flight. When we received our luggage at Glasgow we discovered that our luggage was soaking wet. My wife's luggage contents were wet and had to be air dried.',

✓ Trip Verified | The worst airline I have ever flown with. Allocated the very back row next to the toilets and galley. No chance of getting any sleep, question asked of possible seat movement ignored and getting bumped the entire time by cabin crew walking or pushing kart up and down aisle without one apology. Would have been better sitting in the luggage


ge compartment.',

' Trip Verified | Excellent service levels, proactive crew and superb food and beverages. I found all aspects of the service to be superior to BA business class, even the new BA Club Suites. First Class felt exclusive, the dedicated crew were clearly used to working the premium cabin, enjoying their work, were proactive, friendly, very respectful and the food and beverage offering a considerable step up from business class. The seat, with sliding double doors was spacious, well designed and very comfortable. British Airways offered a solid First Class service, from Concorde Lounge to boarding (which was actually by group number for a change) to the very warm and genuine welcome on boarding. A consistent, solid, comfortable service from start to finish and if the price was right, I would not hesitate to book First Class with British Airways again.',

"Not Verified | Booked a very special holiday for me and my partner, September arrived and we were on our way to lovely South of France, Booked Business Class for us both to start the holiday right. As we were checking I was told the flight was over booked and our seats wouldn't print onto the ticket for some reason. We had already made sure the seats were booked when we had booked the flights nearly a year prior to going. Unfortunately when we arrived at the gate we were then told we would no longer be sat together and one of us would in fact have to go into economy. My girlfriend is an extremely nervous flyer and so had to take extra tablets to remain calm, She didn't have any food which we had pre booked also and she was sat right down the bottom end of the flight. We were held at the gate with another 4 or 5 couples all in the same predicament all due to the lovely money grabbing British Airways over booking the flight. They ended up refusing passengers in the end and even had people sat on the fold down chairs in the toilet area. When we eventually arrived in France late, we was waiting for our luggage to come. Our air tags stated that both our cases was in fact still in Heathrow. We then had to wait 4 days for them to eventually come in to France by this point our holiday was ruined. British Airways was absolutely shocking, we couldn't speak to anyone as all the phone numbers were no longer in use. We felt stranded in a foreign country with no clothes and no one to help us with what to do next. Every day we watched them case not moved as we were tracking with air tags. it was so frustrating not being able to plan our days in hope we would get the call to then drive all the way back to the airport 2 hours each way to collect our cases. we ended up going out and buying new clothes toiletries and all the stuff to make the best of our ruined holiday, saving all the receipts thinking we w

ould be able to claim it all back. how wrong I was. British airways take zero responsibility and fob me off with going through my insurance. British Airways only pay for basic essentials, Pants and toothpaste. I filed a complaint when I got back and requested my money back for business class and they haven't even had the decency to even respond. They are an absolute joke of a company and I wish they would remove British out of there name because there is nothing British about them. Do not give them your money, they cant even look after their staff let alone customers. Oh and don't bother trying to cancel your flight either as they just take all of your money off you and give you nothing back.",

'Not Verified | Just returned from Chicago, flew out 10 days ago on American Airlines absolutely superb in every way, had high expectations on return flight with BA.\u2028What a disappointment.\u2028The Airbus A380 may be nice from a pilots perspective but as a passenger it was awful.\u2028Very uncomfortable seats, the inflight entertainment and flight tracker failed to work throughout the flight, the inflight meal was inedible and the service was mediocre at best. Our short flight from Heathrow to Manchester was much improved, very welcoming and attentive in flight staff and the flight even arrived early. In future we will travel with one of the American carriers. ',

' Trip Verified | BA standards continue to decline every time I fly with them. This time, a 45 min late departure, which seems the norm for BA, and no information from the rude and clueless boarding gate staff. The Club lounge was overcrowded, dirty and grubby and cleaning staff could not cope. How many more cutbacks is BA going to apply before they become truly low cost. As a 35 year veteran user of BA, while people complained of Alex Cruz cutting costs, the past 3 years has seen them decline very quickly under their latest CEO. One reads the occasional article about BA improving things, but I have yet to see anything substantive. There seem to be few British staff left amongst the cabin crew, so maybe time for a name change and give the flag carrier status to a proper low-cost - and sadly the staff service has declined year on year. Onboard, the catering remains poor and surprised that Do&Co can produce such rubbish meals when I have sampled their Turkish Airlines equivalent in August that was superb - guessing BA are too tight with their budget. Onboard WiFi service is a joke and should be avoided.',

"Not Verified | Awful. Business class check in queue just as long as for economy, probably because half of the desks were not staffed and Terminal 5 is chaotic. Business lounge overfull, couldn't get seats. Delayed flight, unmanaged chaos at the gate. No drink on boarding, first drink served an hour

r after take-off. The meal was poor, used to get better in economy on other airlines. British Airways has won the race to the bottom of the cheapskate stakes. Not looking forward to the flight home.",

✔ Trip Verified | Not a reliable airline. You cannot trust the timing at all. I had a 6.45am flight, boarding was on time, but then we are sitting in the plane for already (1.5 hours) and the expected departure is still not clear. They have discovered the engine is not working! I am risking to be late for a business meeting in Geneva. How come they bring a not working plane to the gate. The funny thing is that I had another business trip in spring 2023, also with BA to Amsterdam. When I arrived to the Airport that time - I was told I don't have a seat. I was put on the next flight in several hours, which should have got me to the business meeting late, but still not too much. A lot of stress. In the end, on the second plane we were sitting in the cabin for 1.5 hours and I have missed the meeting. I thought it was a dramatic unlucky case that time, but today I see it's routine for BA not to fly on time.",

✔ Trip Verified | I take comfort in reading the last ten or so reviews to see I'm not the only traveller to put in words, how absolutely abysmal British Airways are! The only reason we are stuck using this awful airline is to use up points. We booked Club Europe months ago. London to Athens, sat in row 3 and told they had run out of food options, only choice was lentil pie or green curry. Returning Athens to London Club Europe. Couldn't check in online as promised so arrived at the airport 3hrs early. To be told they had overbooked the flight and basically we were being 'bumped' to economy. This airline fails to deliver time and time again. It is a national disgrace and I implore everyone to choose an alternative. ",

✔ Trip Verified | The worst journey in my life. The connection time at LHR was only 1 hour, but the flight from MXP was on delay. I had to rush to change terminal by train and arrived risking a heart attack. After that the plane just stayed there for another 40 minutes. Despite that, upon arrival at SJC my baggage was lost. I filled the form and gave to the employee. I was not given any receipt, so I did not have any reference number. BA phone number at SJC simply never answered. I called twice the toll free number and realized they did not record the delivery address. I had to enter myself online, dealing with a shitty website. They delivered the baggage three days later. I claimed for compensation online, as I had to buy clothes and other stuff and I did never get a receipt. I was expecting an upgrade for the flight back to MXP, but nothing happened, neither they allowed me to enter BA

lounge at SJC. Bad customer service. The only positive side was price, but obviously this cannot justify this treatment and if I knew , I would never flown by BA. Never again!'


✓ Trip Verified | The airplanes and the lounges are worn out, old and broken. From Dallas to Heathrow, multiple first class seating and electronics were non functional and poorly designed. The first class seating from Heathrow to Dubrovnik was nothing more than a tray blocking the middle seat of a standard coach ticket. Very disappointed.'


✓ Trip Verified | One of the worst experiences on the worst airline. The flight was delayed due to earlier technical issues. The time slipped from 17:00 to 20:00 to 22:00 and finally cancelled. There was zero information given. Despite paying well over the odds for business class, we were booted out of the BA lounge two hours before the flight. When it was finally cancelled, the BA staff. Without explanation, told everyone to go to a gate. After another hour or so they made us re enter the UK via passport control, a further 40 minute wait. By now the airport was closing and there was no sign of our bags or any help from BA. A passing Gatwick engineer finally helped us locate the bags. BA completely washed their hands of us and in contravention of CAA rules refused to find us accommodation. Many slept in a bus stop overnight. There were people with young children who couldn't find somewhere to stay and yet BA had closed down and left. The following day the replacement flight was also late and due to an admin mistake had no catering or liquids for a 2 1/2 hr flight. Overall the service was shockingly bad, the worst I have experienced from any airline. I will not ever use them again.'

✓ Trip Verified | Cancelled our flight last-minute then moved us onto a flight 2 days later operated by Japan Airlines. We had paid a lot extra for extra legroom seats as I am very tall and they assigned me a middle seat deep in the middle of the plane. Because it was operated by a different airline but booked by BA, neither BA nor the other airline could change my seat over the phone despite seats being available. After 4 hours of waiting in queues and sitting on hold their solution was for me to arrive early at the airport. I did but the seats had already been given away for free by people who had booked directly with that airline and could check in online. I got a £10 meal voucher as compensation for this enormous downgrade on a 14 hour flight. Never again will I fly BA. I would rather fly indirect with better airlines than use this disgrace of an airline again.'

✓ Trip Verified | I had a flight from Miami, Florida to Dublin, Ireland, via London's Heathrow airport. The outbound flight from Miami was delayed and we were further delayed when our gate was occupied when we arrived in Heathrow. The to

tal delay was roughly an hour, but it was enough to make our connection a challenge, where we had 73 minutes between original arrival time until the departure time to Dublin. When we headed to our connection flight, we were stopped by security personnel at a checkpoint and told us that the gate to our connection flight had already closed. This was twenty minutes prior to departure time. They ushered us to customer service to be rebooked. Given the busy weekend of travel, we were rebooked on a flight at a different airport and were told that our cost to get there would be reimbursed. We then waited 3 hours for our luggage, and then took a cab to London's City Airport. The cab fare was roughly \$500. When I filed a claim with British Airways, they refused the claim and told me that we had plenty of time to make our connecting flight and therefore they denied my claim to be reimbursed for the cab fare. This is after I explained that it was British Airways employees who ushered us to rebook the flight despite the 20 minute timeframe to make the connecting flight. The person who rebooked us, told us it was policy that they close the gate 20 minutes prior to departure. I will never fly this awful airline again. Given the other feedback on this site, it appears that that is the overwhelming sentiment.",

 Trip Verified | We started our day with BA in Prague. The flight actually left on time! I came to find out that's very unusual. We purchased business class seats. As you can see from the picture they hardly were business class. All they did was block off the middle seat in the first few rows and called it business class. Horrible flight. In addition I had a really rude check in clerk basically yell at me when I excused myself and asked if she could give a little bit of priority to the many business class passengers who were n't being served. Then we got to Heathrow and the real fun began. We had a 4 hour delay. They gave us about 5 different excuses for the delay. I had a few employees walk away while I was asking them questions. They were very rude. At one point there were no employees left. And from the announcements it seems virtually every BA flight was delayed. And there were no weather issues. There was no place to comfortably store items in business class. I've never experienced that before. Not even a cup holder for my bottle of water. The seat controls didn't work well. You had to keep pushing the buttons to get them to do anything. The power outlet didn't work. There was no internet the entire flight. The overhead luggage bin was too heavy. I almost got a hernia having to close it. This is a horrible airline. I'll never fly with them again. If I could give zero stars I would.',

 Trip Verified | I fly British Airways weekly not because I want to but because they own the route there's no other


option therefore they frankly don't have to care about the customer. The flights are always delayed and it's always some one else's fault be it weather delays to incoming aircraft or flight traffic control issues I've heard it all and for the life of me cannot understand why they are allowed to operate. I've been around the world and traveled with all of the world's airlines but British Airways are really the worst of the worst. It's such a shame to have watched what used to be a good company fall down a cliff. My advice is if you have an option to fly with anyone else then exercise the option but if you're flying with different connections and you have a tight schedule do not expect BA to get you to your destination in time.',

"Not Verified | Everything was ok until our connecting flight in London, just before take off, we were on the runway, the pilot came on to announce an engine problem. After engineers tried to fix it while we waited on the plane for over an hour we were finally told that we would have to be evacuated and rebooked for another flight but not to worry because a special crew was waiting for us on the ground to help us and set us up in a hotel except that there was no one to help us. In fact everyone refused to help us. It was Saturday almost 8pm and they just wanted to go home. Anyone with a connecting flight couldn't rebook on the application because the app wouldn't disassociate our first flight with the connecting one in London and the staff saw this but still refused to help us. They gave us a phone number but there was only a message that said just to use the app. Finally I got someone on the phone who rebooked us for the next day. Now it's 10:30 pm and I have to find a hotel room because the airline refused also to help us with that. So i had 2 choices either sleep in the airport or pay over 700GBP for a room. I don't have the money to pay for this but after a 10 hour flight, 8 hours of jet lag and the insane stress after the fact that no one from British Airways would help us I took the room. Of course I claimed reimbursement but that was over 3 weeks ago and I haven't heard anything since so I have no idea when or how much I'll be reimbursed, even though I'm not claiming any emotional compensation from the horrible situation they put me through due to their total indifference. It's financially difficult for me right now because the money I had to put out is equal to half my salary and of course it's impossible to reach them by phone. I feel still as i did on August 26 2023 completely trapped by them and their indifference with no solution or information",

'Not Verified | My initial flight was cancelled 8 hours prior the flight. Then I was automatically rescheduled for next day. Next day, the flight was delayed leaving Hamburg and

missed my connecting flight to Las Vegas. Me and several other passengers spent the night in London. British Airways provided us with vouchers but the transfer bus dropped us at the wrong hotel (closest to our hotel) and told us that we can walk there if we want to. As a result, I lost two nights hotel reservations that I made in Las Vegas. I opened a claim and provided all receipts to British Airways to get refund of my hotel reservations, but over 5 weeks now, not a single feedback from British Airways. I will avoid all flights with them in future, and will share this story.',

'Not Verified | We will never fly British Airways again. Our flight on July 15 2023 from LHR to LAX was cancelled 20 hours before departure without any explanation. Since 8 weeks we are now waiting for the refund and BA does not pay us the cost caused by the cancellation. Very disappointing.',

' Trip Verified | Check in and security clearance very quick at LHR T5. My wife and I used the Galleries North lounge and at 6-00am it was easy to get a seat. Good buffet breakfast options. Flight boarded on time and flight departed on time. I was seated in 4 A, the Club Europe seats on the A320 seem to be getting smaller and legroom (I am 6ft) was very tight. Cabin Crew service was fine. I chose the full English breakfast, it was ok, but there was a lot of water in the bottom of the bowl. Flight landed on time. Overall an OK flight but Club Europe doesn't feel very premium these days.',

'Not Verified | British Airways has confirmed itself as the worst airline in the UK. Last minute cancellation, no explanation, refusal to book with another airline "because we don't have an arrangement with them". What's happened to what used to be our national airline?',

' Trip Verified | Worst BA experience. I was supposed to fly out to Italy on 7 September 2023. I arrived at OR Tambo International airport ready to check my bags in (I already checked-in online the previous evening so I had my boarding pass ready). At the counter I was told that I had been off-loaded from the flight as my connecting flight has been cancelled. No information was sent regarding this beforehand. The team at the check-in counter tried to get me on another flight that evening, but there were no flights available. They did manage to get me another flight the following evening with Lufthansa to Italy via Frankfurt. However, I did miss the first part of my trip having arrived a day and a half later than I was supposed to. Upon moving the flights I did ask the BA staff whether my flights back are still valid and that everything is in order, which they assured me is correct. I have to fly back to South Africa on 18 September and upon checking my booking information I noticed on my BA account that my first flight (Milan to London) is just missing from my

booking. My connecting from London to Johannesburg is still there. After spending the entire morning on the customer helpline two different operators picked up and in both instances, the moment I proceed to give my booking reference number, my call gets dropped. Currently it seems like I will be arriving at the airport again on Monday without a flight.',

✔ Trip Verified | My daughter and I were denied boarding on our business class flight from Madrid to Heathrow in March 25, 2023, the first leg on our return flight to Victoria, Canada. No reason was given for the denied boarding by the check in staff at the British Airways counter in Madrid, who said they were only agents and told us to call British Airways. We were three hours early for the flight and had valid passports. After many tries we finally reached British Airways by phone, but we were told to call Expedia which had booked the flights. Expedia confirmed that we had been bumped from the flight, with no explanation as to why. Expedia then began a long process of finding alternative flights. Over the next 24 hours we had numerous calls with both Expedia and British Airways. Incredibly, the next available flights were 9 days later on April 3. This was almost unbelievable, but after many many tries it was the best we could do. Even though these were Business Class tickets. Part of the problem was that apparently rules did not allow any changes to routing for any segment of the flight. This nine day delay was a major problem for us. I had to miss work and my daughter was missing school. Further, we received no compensation from British Airways, no penalty fee, and not any reimbursement of our expenses for staying the nine extra days. After our return I began the British Airways online complaint process, and submitted all supporting documents. I received an email reply and a case reference number. And then nothing. I sent numerous follow up emails, and received no replies. It is now months later, and still I have not heard from British Airways. This is shocking, and definitely the worst airline service I have received for my thousands of flights over many decades. I am a very patient person and this is the first time I have commented on this type of forum. I think the public should be made aware of extremely poor customer service at British Airways.',

✔ Trip Verified | Despite boarding being the usual free for all at LHR with groups 1-3 being called to board all at once. Whilst those passengers who had agreed to check in a bag in at the gate, getting to board before anyone else! However, the service on board was impeccable. Superb crew, friendly, attentive, interacting with passengers and generally appearing to be enjoying their job. Like BA in the old days and at its best. Food choice and quality seems to have improved

too (no beef cheeks thankfully) and even the Club kitchen appears to have returned. Old style Club seating, but is at least better, and feels less cramped, on the 787's.",

'Not Verified | Flight cancelled, no crew! 9th September 2023, not peak holiday period so why such bad management by BA? Sent to the gate left standing for over an hour and then flight cancelled. As were others on that day. Why does BA continue to provide such poor service - a national disgrace.',

'Not Verified | The worst service ever, my baggage did not arrive on time. Both my flights were delayed. I will never fly them again. Even the food was bad and your service.',

✅ Trip Verified | 4/4 flights we booked this holiday were delayed about 1-2 hours. No wifi available on 2 of 4 flights. Food and drinks very basic and expensive. Cannot recommend',

✅ Trip Verified | British Airways has a total lack of respect for its customers. I was booked to fly from Frankfurt Main to London City Airport, and just a couple of hours before the scheduled departure the flight was suddenly cancelled by BA without explanation, when I was already at the airport. The worst thing was the utter callousness that staff showed towards customers. The ground staff's attitude was that they are merely third party agents, not BA employees, and therefore they quickly washed their hands of us all, telling us we had to contact BA directly via phone if we wanted help. They couldn't even provide us a phone number, telling us to look it up on ba.com! So BA abandoned its passengers. They did tell us that the BA departure to Heathrow had also been cancelled, meaning there would be no further BA flight from Frankfurt to London that day (although other airlines were still operating the route- but BA refused to rebook us on them). The reason given for both cancellations was "technical reasons". No assistance or information was provided on our rights due to cancellation, nor any information on help regarding food/ accommodation help etc. Their attitude was literally that the cancellation had nothing to do with them and it was our problem, not theirs. I received an email an hour later notifying me that I had been automatically rebooked on an alternative flight 24 hours later, which wasn't acceptable as I had to get back to London that night. I rang BA's call centre and again, they showed a high degree of callousness. 95% of the half-hour call was spent with me waiting on hold, with the phone just cutting off after half an hour, and no meaningful information given to me by that point. There was no attempt by the call operator to call me back when the line cut (and I had a solid phone signal and wifi as I was still standing in Terminal 2 of Frankfurt Main airport), even though my phone number is listed in my booking contact details.

They just don't care. In the end I had to arrange my own return to London by taking a coach to Hanh airport which was 112km away , waiting there for 5 hours and then booking an expensive last minute ticket with Ryanair to Stansted. At least that flight operated on time and got me back to London! BA is worse than a low cost carrier now.',

✓ Trip Verified | London Heathrow to Keflavik, Iceland in Business Class on an A321. British Airways provides an unusual Business Class experience for intra-Europe flights. The seating is similar to most airlines - middle seat vacant and little extra space - but on British Airways the Business Class cabin extends to almost half the aircraft. This makes it less than a premium experience at every step, from boarding to onboard. The WiFi worked for only half the flight and there are no refunds. But when it worked it was surprisingly fast. Service on this flight was very good and we got to Keflavik on time.',

✓ Trip Verified | Mumbai to London Heathrow in Business Class on an ageing B777-200. This aircraft featured the older Club World flatbed seats. They are comfortable, there is enough storage space around the cubicle, and the monitor screen is among the larger ones I've seen on airplanes. BA's new Club Suites are said to be far superior, competing with the best B-class rivals. The entire Business Class cabin had just 2 washrooms but it wasn't an issue on this flight since the premier section wasn't at full capacity. There was Wi-Fi on board, fast enough to even send videos via messaging apps. Service onboard was competent but the staff lacked warmth. The food was alright and no more. The biggest plus of this flight is that it gets out of Bombay at 1:10 pm in the afternoon instead of the ungodly early morning hours most international flights take off from India. The airport experience is far more pleasant at this time. In summary: British Airways provides a good, but not spectacular, Business Class product.",

✓ Trip Verified | Care and support shocking. Written by a previously loyal BA traveller. Lies and misleading unprofessional service. Told that my flight was cancelled. Booked on to next available flight in downgraded cabin from business to premium economy. Called to ask why. Told technical fault with my original flight. My suspicion was another reason. At airport, check in staff said that not enough crew to staff original flight earlier in day. Why take my money and allow me to book a flight which would have allowed me to get to work as a doctor in the first place! How can you trust such an organisation to look after you as a flying customer.',


✓ Trip Verified | Flying A380 business class should be a pleasure but BA has made it a disaster with the worst seating


g and configuration imaginable. How could any sane person could jam so many seats into a limited space and expect passengers to be happy. Seats are narrower than economy on some airlines and you must face another person until a plastic screen is raised. The Tv screens are the size of a medium sized tablet and the controls are behind your head in a sitting position. There is no where to put anything except one small pull out draw at ground level that can not be reached when seated nor accessed when sleeping . The window seats and middle seats are accessed by having to jump over a passenger on an aisle seat and the seats are so low that they are hard for elderly to get out of. The whole business class set up is a sick joke. Eating is difficult because the seat is not close enough to the table and the tables are so flimsy that drinks can fall off. Are there any redeeming features - the answer is no. If you like a little comfort avoid BA like the plague.

✓ Trip Verified | British Airways absolutely does not care. My reserved seat was change from an aisle to center seat for this overnight, full flight and it was quite awful. After enquiring at LAX check in, the agent said sorry, nothing we can do. Onboard the flight the attendants seemed to try and finish the meal service at a racing speed, with meals trays passed out with no proper questions about choice. Then back and clearing trays and they disappeared to rest in the kitchen for hours after that. No water runs, if you need anything do not bother with the call bell, as they simply ignore it. I used to like travelling British Airways 10-15 years ago, but the bean counters have been in and lowered it close to a lowcost carrier. I guess staff are badly paid from their terrible attitude and service. My last trip to London was with Delta, they are so much better than this very poor excuse of an airline that British Air has now become.',

✓ Trip Verified | My recent experience with British Airways was not just horrendous, it was an utter abdication of responsibility on their part. I arrived at JFK ready for my flight to Malaga, only to find it had been cancelled with zero notice. After a draining 2-hour altercation, I was finally placed on a different flight. The nightmare continued when I landed in Malaga sans luggage, containing essentials for my son's wedding. Thirty agonizing hours later, the bags showed up—but my brand-new iPad and a special watch for my nephew were missing. The items weren't merely valuable; they had emotional significance, which made the loss even more gut-wrenching. You'd think a reputable airline would make amends for such errors. Despite the clear mishandling of my baggage by their team, they refused to offer any reimbursement or even a modest amount of airline credit. Their customer servi

ce was not only ineffective but also astonishingly callous. Their response was, in essence, "It's your fault for trusting us with your belongings." This isn't just poor customer service; it's a complete disregard for basic human decency and responsibility. British Airways had numerous opportunities to right their wrongs and chose not to. If you have any respect for your time, belongings, and emotional well-being, avoid British Airways at all costs. They not only fail to deliver on promises but also refuse to make amends when they err, leaving customers to bear the brunt of their incompetence.'

 Trip Verified | This is to express our displeasure and concerns regarding our flight to Italy. Our trip was effectively ruined by the failure of our luggage to arrive with us, coupled with the length of time it took for it to eventually reach us (9 and 12 days)! Our departure dates: June 19, 2023 - Flight BA 294, Chicago to London. June 20 rebooked by BA on BA 546, London to Rome. All flights were late. On arrival in Rome, my wife was forced to walk to the check-in desk because our reservation for wheelchair assist from the plane was never transferred by BA. She was told by the cabin crew that there was no reservation for her transport. Also, our checked baggage (2) failed to make the BA rebooked flight from London to Rome. BA took 9 days to deliver my bag and 12 days to deliver my wife's. I called BA Baggage Claim Services daily. I was frequently cut off after waiting on hold for over an hour. We had Apple Air tags in both bags, and sent pictures showing their exact location to BA Baggage Claim several times. After 5 days, BA stated that they found my wife's bag, but needed to verify ownership! Both bags as described had bright pink 4" easily visible tags and bright pink bows. Taking 9 and 12 days to deliver them is inexcusable. Our return date: July 3 - BA 553, Rome to London. BA 297, London to Chicago. All flights were late. We arrived in Chicago more than 3 hours late, missing our ground transportation to our home in Michigan (3 hours away). We had to find a hotel and stay overnight near Chicago. On July 12 we filed our expenses for replacement of lost clothing and toiletries, also for food purchased at Heathrow due to the flight delay and overnight hotel charges in Chicago. After 2 weeks, I went online asking for some follow-up on both cases, but have had no response at all from BA. We are retirees on fixed income, and can not fund BA's errors. I can honestly say that the times I was able to reach a human being, they were all courteous and attempted to help, but appeared at a loss. ",

 Trip Verified | I flew London to Malaga on 27 August in Club Europe. We stood around at Gate B45 in Terminal 5 for over an hour, with staff giving very different reasons for t

he delay, late inbound aircraft etc - but the plane we boarded had been sitting there for more than an hour! After boarding, the captain stated that because they had changed planes there would be no meals served. This is Club Europe, and we received one small packet of crisps throughout the flight. No effort to apologise. We smelt the hot meal for pilots being heated and then saw it being served to them on a Club Europe meal tray. Cabin crew also had warmed pastries (and were very quick to use air freshener in the front galley!) while customers received zilch. BA sent an email the following morning to say sorry - nothing else. What a complete and utter rip off by an airline that is already cutting back on so many things. I paid a full Business class fare, did not receive any part of the onboard meal service and they expect an email to be sufficient. Avoid BA if you have any other option no wadays, they are the worst in Europe.',

✓ Trip Verified | I arrived at the airport about 2.5 hours before takeoff to have more than about time to get checked in, go through security, etc. All that went without any issues. Being that I was relatively early at the gate, I was one of the first passengers there. After some time boarding had opened. First the business class got called up, then families with children and disabled people. A couple minutes into the boarding they started to call up people, one by one, by name. Then there was an announcement: they won't let anyone in anymore. Me and about fifty other people were still standing at the gate not being let in. The reason, they said, was that the plane was short staffed (Later I discovered, speaking to a manager, that not only the flight was short staffed but also it was overbooked). After the announcement people were getting angry because they wouldn't be let in anymore. Nothing changed and everyone was sent away. I had a connecting flight later that day that I was going to miss because I was not let on the plane. First I tried to get my luggage back which I didn't receive immediately but got a hold of later on thanks to the airport personnel. Then, just like everyone who was going to fly with the same plane, I wanted to talk to someone from British Airways. Since they don't have a service center at Frankfurt Airport everyone went to the check-in counters where we received food vouchers but not a single person was either able to rebook my or anyone's flight nor get anyone refunded. All the staff said was that we were going to receive an email in a couple hours with options to rebook the flight or get a refund. I waited four hours for the email at the airport that did not come until today. Trying to call the airline did not help either because they did not answer the phone or hung up in the middle of the conversation. After the four hours of waiting for the email me and s


ome other people from the same flight went back to the check-in counter to get a confirmation from them that I will receive a refund. Being that there was a new shift the personell did not know what had happened. When they scanned my passport an looked at the flight they found out that the system was dying that it was my fault I could not attend the flight. It looked like I had missed it. For everyone standing there with me it was exactly the same. But the people at the counter said they could not do anything about it. Later on we were able to speak to the manager after many phone calls he said they were going to take care of it. We are supposed to get an email at some point in the future. I was not able to get a written confirmation that I will get refunded even after several times asking for it. I already flew a lot of times in my life but never ever has such a thing a happened to me. Not only that me and so many other people were not let into the plane but also the customer service being so horrible that they were not able to rebook or confirm a refund in any way. In the end the only option for me to get to my destination would have been to book a last minute flight for a lot of money which I would not know if I ever got it backed.',

✅ Trip Verified | Filthy plane, cabin staff ok, appalling customer service staff who couldn't care less when dealing with a complaint. Paid extra for club Europe/business class. Food was poor, they gave you wipes to clean your seat area yourself and we were split up so they could accommodate families. Not really what you expect when you pay for the extra service. Will be cancelling our other bookings we have with BA, even if that means we lose our deposit.',


✅ Trip Verified | \xa0 \xa0Chaos at Terminal 5 with BA cancellations and delays, and staff give different reasons depending on who you ask. 9 out 10 answers were lies. Sadly, BA airport standards at T5 are worse than ever, and we are long past being able to use Covid as an excuse. As a short haul club Europe trip, I expect very little from BA any more, and they barely even provide that, with cutbacks during Covid that are now permanent. If you can find an alternative carrier on the same route, choose them rather than BA. Sadly, on my route BA have a monopoly.\xa0',

✅ Trip Verified | \xa0\xa0As always when I fly BA it was a total shambles. I was booked Manchester - London - Madrid , BA first leg and Iberia 2nd, I try wherever possible to avoid BA, however the Manchester - London was late, however I ran for my IB flight and got to B gates just as boarding started, being Group 1 I went to board and the gate sounded an alarm, BA had removed me from the IB flight to a BA flight 3 hours later! As BA had reissued the ticket IB could not put me back on the flight, so 3 hours wasted because of BA's tota


l incompetence. This airline is a total disgrace, the crew were not nice, typical BA crew oh im so fabulous I don't need to be nice to paying passengers, club europe cramped and terrible food! ",


' Trip Verified | First time using BA business class but we were pleased with the service received. No one was waiting at check in/bag drop and through security in 2 minutes. We used the lounge in the b gates area which we found quiet with plenty of food and drink on offer. Boarding was quick and the cabin was on a 1x2x1 layout with 12 seats although there was a larger b/c cabin behind that had about 30 seats. Again food and drinks were plenty full and good quality. Service from the cabin crew was excellent and the cabin manager (Lauren) even made up a birthday card when she found out it was my wife's special birthday. Departed early and arrived at JFK early as well. The only thing that I disliked was paying £117 each to select our seats and no free wi-fi.',


'Not Verified | Extremely rude ground service. We were non-rev flying and London was our connection/layover. Gate agent was extremely rude and forced me to check my carry on suitcase with the explanation that it was "oversized." However, when I put it in the sizer, it fit perfectly without force. The plane was not fully booked and had lots of room overhead. The gate agent was insistent and rushed us with no regard for the fact that we would have to redo security in order to get our bags again, as we were switching airlines and needed to carry them on due to our non-rev status. The flight itself was good, attendants were polite and helpful. No complains there. Just extremely unhappy with the gate agent service. I understand that it is not a pleasant job and frankly I would not be overjoyed to work there either but that does not explain why we had to be inconvenienced with no fair explanation or attention.',

" Trip Verified | My son and I flew to Geneva last Sunday for a skiing holiday in Les Arc. The flight was cancelled moments prior to boarding and we were transferred to a flight departing three and a half hours later, that then got delayed by a further three hours. They didn't load any food onto the plane and forgot to load the baggage for all the business class passengers who had been on the earlier flight. Problems happen, it's a complex operation. What is totally unacceptable is the service one receives when there is a problem. The offshore call centres are unhelpful and obstructive, wanting to fob off issues by getting the customer to call special help lines that merely refer one to a webpage and then cut off. The web pages are often unable to give information as they are not updated and often refuse to update your inputs 'at this time. please try again later'. There is no access

s to people that are willing to help, empowered to help, or actually move a situation forwards in any way. We've been sitting in a hotel waiting for the bag to arrive for two and a half days, unable to ski due to our entire wardrobes being in the cases. The outdated luggage 'tracking system', had the suitcase in Geneva 2 days ago, where it sat with no-one willing to step up and get it delivered. What an incredibly heartless and incompetent company. ",

' Trip Verified | For the price paid (bought during a sale) it was a decent experience although the club class (business class) seats offer no more legroom than economy class (using short-haul fleet on a 4 hour flight). Fast track through security was not honoured. The lounge at Istanbul airport was over-crowded as it is also open to the public who can pay for usage, causing a long queue for entry , which was badly organised. Boarding was smooth, cabin crew were friendly but their service was hit-and-miss. Eg. Some people got a "welcome" and some didn't; Half of the cabin was automatically offered coffee after dinner but not the other half. However, drinks were replenished generously and regularly and the meal was good (with a choice of three mains from the menu).',

" Trip Verified | Flight left on time and arrived over half an hour earlier than scheduled (thanks to strong tailwinds). The flight was full but no catering had been loaded for economy passenger at Heathrow so for 3 and a half hours we only had a small bottle of water and a small packet of corn snacks. Nothing at all available to even buy to eat! Worse than a low-cost carrier experience in this sense. One of the light panels overhead the seats towards the back of the plane was broken and loose and just hanging above the unfortunate passenger's head for the whole flight (poor maintenance of cabin). I would choose another airline on this route in the future, as one of their competitors offers full meal service on this route even in the economy cabin.",

' Trip Verified | Very Poor Business class product, BA is not even close to the other airline leaders. Which ever way they sell the seat on a 777 it is a 2-4-2 layout. The cabin feels and is very cramped. The food in business class is economy quality just served in a china dish! However, the price of course is at premier levels. The only positive of the whole flight and return were the cabin crew who were fantastic. I felt genuinely sorry for them having to try and flog such a poor product. Would I fly BA business again? only if there were no other options and I had no choice.',


'Not Verified | This review is for LHR-SYD-LHR. BA015 and BA016. Business class had a 1-2-1 configuration on 777 giving space, privacy and easy aisle access. Seat reclines into comfortable flat bed. Good quality pillow and duvet. Privacy wi


th sliding door. Good storage space around the seat and charging point. Flights on time - no delays. Gluten free meals were very poor in quality and presentation. Warm processed meat between two bland slices of GF bread apparently is a business class breakfast. On two sectors the main course (no choice offered) was bland fish which was served in a single small tray covered with foil - in business class? Condensation had formed as the dish was reheated (probably from chilled) so the offering was sitting in a weak watery liquid. One crew member appeared genuinely apologetic as they meekly served one meal. Do BA also serve the same GF offering in economy, economy plus and first on a long haul flight? My advice if GF - take your own food or dine in the lounge if you are in the care of BA for 24 hours. My travelling companion had very good regular meals, or so they told me, with a choice of main course on the same flights. Crew gave the impression that they were doing a job covering the basics and rather than welcoming and engaging. Usual hospitality industry waffle about service but little of substance delivered.',

✓ Trip Verified | Absolutely pathetic business class product. BA is not even remotely competitive with other International airlines in the business class market. With old outdated 8 across seating - no, I did not make a typing mistake - you either have to climb across someone or someone has to climb across you to gain aisle access. The crew must also hate this layout since they have to reach through little window openings to provide service to passengers in the 2 center seats. BA, like most other European-based airlines does not have a factual Intra-European business class product even though they promote & sell business class. Intra-Europe flights feature the same 3+3 seating throughout the aircraft & the only difference being the middle seat is left empty in "business class" & passengers get a meal & drinks, but this does not justify the higher cost. BA's Trans-Atlantic business class product is only slightly better because of the "narrow" 8 across seating. The biggest surprise on both the LIS/LHR & LHR/IAH flights was that BA has, in fact, substantially improved their food quality. Shocking! Unfortunately, it is served in the WORST business class configurations of ANY International airline I have flown. The entertainment system & small screens - my laptop screen is twice the size - is like an airline offering 2 decades ago. The flight crew was "pleasant & perfunctory" which is about the best one can expect from a BA crew. BA will simply never match the quality of carriers like Singapore, Emirates, Qatar, Etihad, EVA, ANA, Japan, Air New Zealand, Qantas or many others. BA can compete with US-based airlines like Delta, American & United, which are also not even in the same Universe in terms of a high-quality

business class product. One of the biggest slaps in the face is that BA expects business class passengers to pay to select seats, even though they have paid thousands of dollars to fly business class. Several hundred US dollars for Trans-Atlantic flights. Only if you wait until 24 hours before flight time are you allowed to select a seat at no cost. Certainly another BA Management decision that was made without a functioning brain.',

'Not Verified | Overall not bad. Staff look tired and overworked, trying their best. Weird seats, I was in 21G going, and 21D going home. The buttons to press for the seat recline are so stiff I had to get help on both flights to get them to work. There is another button, also very stiff, to bring the "leg rest" out. This is an awkward thing which doesn't come up far enough to be of any use at all for your legs, but just obstructs your feet really. Again, I had to get help to activate the very stiff buttons. At one point, the lady next to me was pressing the buttons for me while I tried to recline, sit up, or put the "leg rest" back. We gave up and called the flight attendant, who also had trouble. BA: please give this some maintenance! Food: only one out of three menu choices available by the time it got to me in Premium Ec. It was pasta and was not too bad. A Christmas Turkey Dinner was offered, but why not load more if it is so popular that it is not available 10 minutes into the meal service? "Breakfast" was an unidentified soggy pastry thing in a cardboard tube. It was disgusting, same offered on return journey. A cold pastry and fruit would be so much nicer. The tea and coffee was hot at least. Overall, I would say Air Canada provides a much superior Premium Ec service than BA. I won't choose BA again.',

' Trip Verified | This was our first flight with British Airways in over 13 years and as usual I couldn't fault them. As we were connecting, we had little interaction with ground staff - staff in the lounge were friendly and helpful. Cabin crew on the flight were great - very welcoming and friendly. Our meals were delicious & no shortage of drinks being offered. The seats were economy seats with the middle row blocked off and some recline. We arrived into Stockholm a little early through a snow shower which was a nice welcome back to Stockholm. Bags (checked in at JFK) were delivered safely within 20 mins of arriving.',

' Trip Verified | I recently encountered a highly disappointing experience with British Airways, specifically regarding their customer service. After my initial flight leg was canceled, I was rebooked with a connection at London Heathrow reduced to a mere 1 hour and 30 minutes. Realizing the impracticality of this, I promptly contacted British Airways with

in 10 minutes to request a more reasonable layover of 3-4 hours. Shockingly, the customer support representative flatly refused, citing an inability to change my flight. Despite explaining the logistical challenges of a short layover and a terminal change requiring additional security procedures, I received no assistance. To add to the frustration, the representative inaccurately noted on my account that I was presented with multiple options during our conversation. Moreover, the use of military time format and the lack of initial options provided only exacerbated the communication issues. Both phone and email support proved equally incompetent, and I was informed that customer service is outsourced to India, allegedly contributing to the subpar service. This experience has left me not only struggling to rebook my flight but also with a strong resolve to avoid British Airways in the future. The lack of assistance, blame-shifting, and overall incompetence in customer service make it my worst experience yet. I strongly advise others to steer clear of British Airways and their appalling customer service.',

"Not Verified | Beware! BA don't provide any refund due to a very serious medical reason. My father was diagnosed with a severe heart defect a couple of weeks before his flight date and BA refused to give any refund as this was not a good enough reason!! We sent them a medical note from his doctor saying he is unfit to travel due to potential heart failure and needs to have heart surgery as soon as possible, and the operator totally dismissed it. They said only thing they can do is change the travel date within a year. Heart surgery recovery takes months and it's highly unlikely that he will be able to travel within the year, meaning he would lose his ticket and money! They said they can't do anything to help, not even change the name on the ticket so someone else can use the tickets! The most ridiculous thing I've heard!",

✓ Trip Verified | Check in was chaotic and badly organised. Even though there were two desks, one for premium and one economy, there ended up being just one queue, in front of the premium check in, even though most passengers in it were economy. That meant that those travelling in club or with higher status had no separate queue to join. Whilst I was waiting in line another passenger went up to query and we ended up forming a new line in front of the economy check in desk for premium passengers, unnecessarily badly organised, the staff in charge should be retrained! Security at the airport was very quick and through to the lounge. This is a generic airport lounge for all airlines, and it is actually quite good overall. Nice layout and seating options, reasonable food and drink options, and an outdoor terrace which is really nice. Boarding was very well organised, although quite slow to

get everyone on board.. but the flight was probably only half full and we still departed early so I think they felt no rush.. and it actually made the boarding experience nicer and more relaxed. On board the club Europe seats are fine by European business standards, although as previously commented are really not very good overall.. the meal service was disappointing. As is normal, BA do not stock enough of the proper meal option .. when the options are so limited and varied in quality BA really should stock enough for everyone to have the good meal. Sadly they had run out by the time they got to me so I had the option of vegetarian sausage or a salad. I wanted a hot meal so went for the sausage and I can honestly say it was one of the most disgusting onboard meals I've ever had in any cabin class, rolling some mush (similar consistency to mashed potato) into a sausage shape does not make it a sausage! BA you need to improve the meal options, make the vegetarian meal something you specifically have to request in advance and offer all passengers a choice of two decent meals .. then people will not be left with such a substandard alternative when their first choice runs out! Whilst I hadn't planned on using it, the on board WiFi was not functioning so was not available to use. Overall though the flight was fairly comfortable and the cabin crew were very friendly and efficient. I used avios to pay for the flight so it was obviously good value for money for me!'

'Not Verified | All 4 of our flights were fine in terms of comfort, punctuality and service. I feel safe with BA and that is my main reason for booking with them even though I could travel with other airlines more directly. On our return flight ATL/LHR we skipped the evening meal preferring to sleep and were looking forward to a hearty breakfast prior to arrival at LHR. Sadly we were seriously disappointed. To serve a chicken sausage in a wrap for a business class breakfast is just unacceptable. Does BA actually pay experts to design these breakfasts? Low point on an otherwise good trip.'


'Not Verified | I had hoped this would be a good review but unfortunately it won't be. I flew business class from LHR to PDX on the BA nonstop. It was a 787-8 series aircraft. The flight attendant specifically mentioned it was eight years old as he recalled flying it when it was brand new. The business class seats were abysmal. My seat was at the window facing backwards. With the divider down, which had to be in that position for boarding, taxi, takeoff and landing, I was literally just a few feet away from the person in the aisle seat who was facing forward, We both couldn't help but stare at one another. It couldn't be avoided. It was horrible. The service wasn't all that good either. The flight attendant did a pre-dinner drink. When she came back to ask for my choice

e for dinner, she said none of my selection were left. I was a little upset as nothing else appealed to me. She then came back later, and said the other part of the aircraft had more of the meal selection I wanted. I'm not sure why they didn't coordinate that to begin with. I was NOT offered any wine or other drink with with dinner. The meal was put down in front of me and the flight attendant never came back other than to clear the tray. Overall, this flight was not very good. I flew over on American and back on BA and paid \$6000 round-trip. I'd fly American again. My preferred carrier is United or Lufthansa. I'll never fly BA again.',


✓ Trip Verified | I was going to fly to Frankfurt from Glasgow over London but the flight from London to Frankfurt was cancelled. This meant I had to stay overnight in London where I have no accommodation etc. As I was rebooked to a flight from London City airport which was more than 2h by train I had to get an uber and then take a hotel for £250 in total (London prices). I was reassured over the phone that I would get all the money back. My flight from London city airport was then cancelled again and rebooked to London Heathrow but two days later. I then cancelled that flight and rebooked a new one with Lufthansa as I urgently had to get to work and needed the money. I never received the money back for the hotel, compensation for cancelled flight 1, compensation for cancelled flight 2, the extra food I had to pay for, the uber, or the actual cost of the flight. I was first transferred 3€ by British Airways. They stopped replying to me and told me the issue was "weather conditions" although other non-BA flights were going. I lost over £700 in total and never got compensated for the loss of a work day either. It just really feels like they don't care about people. Worst service/airline ever.',


✓ Trip Verified | Much better experience this time around. Flew CPT to LHR on a new A350. Checkin was efficient. I used the Bidvest lounge at CPT as it is better than BA's lounge. Boarding was speedy. The new business class club suites are very good. Slightly irritating to be directed to the wrong seat (1A instead of 1K) which meant that after settling in the passenger in 1A showed up. We arranged a seat switch. Second time in a row it has happened. Why can't BA staff memorise which side of the plane is which and get it right? Captain's announcement was short and on point. Welcome drink was served at the correct temperature i.e. cold (first time ever for me - previously BA has always served the welcome champagne warm). IFE system was good - everything worked as it should. Felt slightly cheap that business class passengers have to pay for wifi. I did not bother. Cocktail was good. The nuts came on a cheap plastic tray which was naff ... other


airlines bring out something classier. A female flight attendant came to take my order and I asked for Rooibas panacotta and the chicken breast. She repeated back to me "so you want a P and a C". It was such a bizarre thing to say that I misheard. I thought she said "so you want beef and sea"? Confusion reigned until she explained to me she had a checklist of passenger orders and they abbreviate to first letters so she was saying "P" for panacotta and "C" for chicken. But how bizarre to repeat back an order to a passenger in code. Why not just say, "so to confirm panacotta to start and chicken as your main dish", like every other restaurant / airline does in the world? The internal coding of food ordering is exactly that - internal. She even looked irritated at me that I did not understand her jargon first time. The food, when it came, was excellent. Much much better than recent flights. I read somewhere that BA changed caterer. If so, it shows. The panacotta was superb as was the chicken ... good restaurant quality. The wine was OK to good but definitely not good to excellent. I feel that while the food has got better in BA business class, the wines have got worse. Certainly compared to Air France which I have also flown recently. The wine was brought out on time (not after I finished eating as it was last time I flew BA business). Cheese was also good and not too crackingly cold as last time. I had a good night's sleep. Plenty of snacks out if you wanted them (and they did not run out). Breakfast was excellent and the coffee was hot (previously it has been lukewarm). So all in all a vastly improved service offering. The staff seemed rushed off their feet ... it would not hurt to have an extra flight attendant to look after so many business class seats. Overall summary: vastly improved passenger proposition. It would be 10/10 but I deduct a point for showing me to the wrong seat and another point for the bizarre interaction with the female flight attendant who repeated my food order back to me using internal jargon codes.'

 Trip Verified | Once again a terrible business class experience with BA. The flight was delayed by 4.5 hours, The plane was very old with problems with at least 4 of the seats in business class not cleaned properly prior to departure. Food was terrible as always with BA and only one choice available from advertised menu. As a result of the delay we missed our connecting flight from Heathrow and instead of putting us on the next connection they chose the second last flight of the day - which was also delayed by over an hour meaning we had an additional 4 hour delay whilst at Heathrow. At no point were we advised about our compensation rights (despite asking at check in and connections) or provided any vouchers during the delays. Having flown Etihad, Qatar and Virgin bus

iness class equivalents over the last year it is clear to see how big the gulf now is between BA and its rivals. ',

" Trip Verified | BA A380's are showing their age, hopefully they will update the interiors soon because it was a let down especially when the flight lasts 11 hours. Cabin crew were good and helpful. Dinner was ok but the breakfast was grim. On board entertainment was not the latest and seat back USB points didn't work. The only upside of BA is that it is only 1 of 2 airlines who fly this route directly and their pricing reflects this, if you're prepared to lay over then there are better airlines out there.",

' Trip Verified | \xa0 \xa0Credit to BA - Flew to Singapore recently and also back from Doha to London and both experiences were great. Service was fantastic as was the quality of the food, entertainment and was left feeling BA have got it together after a few previous below average experiences. You definitely notice the difference with the staff on BA - Far more approachable and outgoing compared to the cold and corporate middle eastern airline crews. Nice one BA for 2 great flights.',

' Trip Verified | \xa0 \xa0The check in area for premium classes at Gatwick is very nice, and there was no queue when I arrived so I was able to drop my bag very quickly. Premium security at Gatwick is fine. The flight was delayed due to NATS issues, but the member of staff on arriving at the lounge let me know of this. The lounge is nice and it's very comfortable. There was an excellent range of food and drinks. All the drinks you would expect. Food wise there were sandwiches, soup, pasta, salads, fruit, Spanish stew, as well as turkey and ham pies with mashed potato, roasted parsnips and carrots and gravy. It was all really good and particularly nice to see so many options. Boarding was pretty slow, although the gate crew did a good job to keep it well organised and allow priority passengers to board first. As has been well documented the onboard experience in terms of seat on BA Europe business is pretty poor, but in line with other European carriers sadly. That being said, the seat is well padded and comfortable and the adjustable headrest is quite good. The onboard catering was of excellent quality. I was lucky to get my preferred option of the roast turkey, but several people sat near me weren't as lucky. I do understand that meal options may run out but when the meal options are roast turkey with all the trimmings, vegetarian cottage pie or a chicken salad you really should be stocking enough for every passenger to get the proper meal. Or failing that, allow an order in advance service where you then only stock the meals that people want to eat. Whilst I fully support the desire to minimise waste, both food and cost, people really should really be

able to get the ideal meal option. Unfortunately one of the people affected reacted very badly to this and took it out on the cabin crew which is unacceptable.. they also lost a bit of perspective about just how serious a situation it actually was! The cabin crew were very nice, friendly and professional, if a little slow.. but not to the point of detracting from the positive experience I had. The ground service at Gran Canaria was pretty poor, priority bags clearly meant nothing. 95% of bags coming out were not priority, mine came out about halfway through bag delivery and demonstrates poor delivery of service and not fulfilling on the service they promise to their customers. Overall though it was a very nice flight, and having paid for it using avios and £1 I cannot complain at all.',

✓ Trip Verified | The flight took off a little late due to Heathrow congestion but still landed on schedule. Boarding was smooth and the onboard service was efficient. A small snack was served for free with a bottle of water; additional items were available for purchase. The cabin and toilets were very clean. Overall an unremarkable flight but in a good way! ',

✓ Trip Verified | BA is great in the air! But... they sell you connections thru London Heathrow Terminal 5 (their private, BA-only terminal) which you are practically not able to make. 90 minutes stopover time, European flight inbound, transatlantic flight outbound, you arrive at the terminal gate ON TIME and... book, security! Endless line, slow process. Your boarding starts and you are nowhere near the X ray, and then.... it is a train ride withing the same terminal (but different, distant buildings). Almost impossible to make. Lots of stress.',

✓ Trip Verified | I had broken my leg 2 days before our return flight from Lisbon to London. I called to get some assistance from British Airways, hoping for wheelchair assistance, an easier seat to get to, or possibly an upgrade so that I could stretch out my broken leg, which was in a cast. This airline failed on all fronts. Quoted us a price of €6,000 each (I was traveling with my husband), which we could not do. Almost didn't let me on the plane, trying to interpret my medical report. They did not attempt to change our seats, which were near the back. The single concession they made was to allow me to board 1st, but did not offer a wheelchair, so I had to swing myself down the aisle to my seat using the arm rests of all 21 rows before my seat, as the aisles are not wide enough for crutches. Might I add, I am nearly 70. Had to exit same way. No wheelchair waiting for me at Heathrow, had to hop onto bus with crutches to change terminals and nearly took a tumble doing so. Took so long to get a wheelchair

that they had to hold my connecting flight (on another airline) for me and we were last to board. That flight had allowed us to upgrade to business class, for a reasonable price, and took great care of me.",

✓ Trip Verified | Check in at MIA straightforward. BA use American flagship lounge near gate D30 which is excellent. Flight delayed but only by 1 hours. Boarding chaotic. On board staff were fine. Seat was fine too but product ageing. Post take off service prompt. Slept for 6 hours. I noticed that in club world BA have ditched rose champagne which is a shame. Pre arrival breakfast was ok. Slow to deplane. Luggage of f ok.',

✓ Trip Verified | Never I saw such a terrible customer experience. The plane landed already 30 minutes late: despite any operational delays, the boarding took over 1 hour because the crew did not know where to place the luggages. After this long 1 hour boarding process, the captain did not apologise. This is extremely frustrating when this occurs on a night flight, forcing passengers to lose train connections to home.',

✓ Trip Verified | Having not flown with BA for a few years, I read some of the reviews in preparation, needless to say I boarded this flight with low expectations. I was pleasantly surprised as the flight was ok. We left LHR a few minutes early and arrived at JNB ahead of schedule. Cabin crew, although not as good as some carriers were attentive and professional. Onboard catering was a disappointment as if you were unlucky to miss out on the chicken you were given a very sloppy pasta. On board entertainment has never been BA's strong point and sadly that hasn't changed. Unfortunately BA is not the prestigious carrier it once was but its not as bad (from my experience) as some reviews suggest.",

✓ Trip Verified | Dear Community I feel compelled to share the utter frustration and disappointment that defined my recent travel experience with British Airways. Buckle up, folks; this one's a rollercoaster. On July 16 and 17, 2023, I had the displeasure of flying with British Airways on BA709 and BA7, and let me tell you, it was a nightmare. The initial flight from Zurich (ZRH) to London (LHR) on BA709 faced a seemingly unavoidable one-hour delay upon arrival at LHR. This, of course, resulted in me missing my connection to Tokyo, triggering an automatic rescheduling of my flight to Tokyo (HND) via Beijing with Air China. Oh, but the fun didn't stop there – flight CA183 was also delayed, turning my 16-hour delay into a grand total of 23 hours, finally arriving in Tokyo at 23:00 instead of the promised 7:10. And the cherry on top? My four checked-in suitcases decided to take a detour and didn't join me in Tokyo, forcing me to waste an additional

two hours filling out forms at the baggage center. I finally got my lost luggage back on July 23, because why make it easy, right? But wait, there's more! My return flight from Tokyo to Zurich (BA8) on August 8 also danced to the delay tune, making me question if punctuality is just a myth for British Airways. The cumulative impact of these delays torpedoed my vacation plans, stealing a whole day of scheduled activities, including a guided Tokyo tour. As if that weren't enough, I had to dig deeper into my pockets for unforeseen expenses—extra airport transfers, tour operator assistance fees, emergency purchases, airport meals, and international calls for rearrangements. The lack of assistance at LHR airport was the icing on this bitter cake. Installing the BA app just to get basic information about alternative connection flights was a hassle, and the fact that no BA clerk could provide this info in person was downright infuriating. British Airways, you've left me with a sour taste in my mouth and a dent in my wallet. Here's hoping you take this feedback seriously and step up your game because right now, it's not a good look. Frustrated and fed up, Bert",


✓ Trip Verified | Quick bag drop at First Wing but too many passengers so had to use fast track security in main terminal. Direct entry to Concorde room outside security south. Ate excellent breakfast which was served promptly. Concorde room is a nice place to wait for a flight there is some interesting memorabilia and an excellent bar. Boarding from gates was disorganised and slow. On board cabin crew excellent. Good choice of beverages and these were of high quality. Food was good. Seat comfortable. No first bedding provided. On time arrival into Miami. Baggage took 1 hour to arrive',

✓ Trip Verified | 4 Hours before takeoff we received a Mail stating a cryptic message that there are disruptions to be expected as there is a limit on how many planes can leave at the same time. So did the capacity of the Heathrow Airport really hit British Airways by surprise, 4h before departure? Anyhow - we took the one hour delay so what - but then we have been forced to check in our Hand luggage. I travel only with hand luggage to avoid waiting for the ultra slow processing of the checked in luggage. Overall 2h later at home than planned, with really no reason, just due to incompetent people. Service level far worse than Ryanair and triple the price. Really never again. Thanks for nothing.',

✓ Trip Verified | I recently had a delay on British Airways from BRU to LHR that was due to staff shortages. They announced that there was a 2 hour holding delay but they would board us immediately in hopes of clearing the gate and leaving early. We had to wait the full 2 hours inside the airplane. The plane was old, dirty, had no power at the seats. The

staff provided a small bag of pretzels and 250ml of water to the passengers for 2 hour delay and 2 hour flight. There were no options to purchase food or drink. There were no entertainment options available. I am a OneWorld emerald elite member but they do not upgrade members based on status. First class lounges at Heathrow are overcrowded, understaffed and poorly equipped. The help desk is completely unhelpful when an error arises with delays and cancellations – even when having the top status. The Avios points system has been devalued to near worthlessness and requires fees to book reward that nearly equal the price of the revenue ticket. British has lost its way in recent years and has moved from a world-class airline to a budget airline with much worse service and timeliness than Ryanair or EasyJet.',

'Not Verified | Boarded on time, but it took ages to get to the runway due to congestion. Flight was smooth and quick. Snack and drinks were good for a short flight. Landed only about ten minutes late. One bag of three left in London, forms quickly filled in, and the bag was delivered the next morning.',

" Trip Verified | 5 days before the flight, we were advised by BA that it had been cancelled and asked us to rebook. There were flights 1 hour before and 1 hour after our original flight but they made us take one 3 hours earlier. Our original ticket (and the return flight a week later) included a checked bag. When we arrive at Heathrow to check in we are told our ticket doesn't include a bag and we will have to pay 75 pounds each to take them. We explained that the original ticket had the bags and when they checked the system they confirmed that it did– but not this one! They would make no effort to sort it out and just told us to pay up or they would remove us from the flight. So we had no choice but to pay up, thinking it should be pretty easy to get a refund. 15 months and 10 emails later we have still not seen a penny. Every time I ask where my refund is and state how long we have been waiting I get an inane email saying some departments take longer than others to respond! Absolutely hopeless airline to stuff up the booking in the first place and even worse customer service to not even attempt to solve the problem at check in even when they could see the mistake THEY had made in their system, compounded by being unable to investigate a very simple claim, and refund me 150 pounds in 15 months.",

'Not Verified | \r\nWe traveled to Lisbon for our dream vacation, a cruise to Portugal and Spain. Our friends did not EVER get their luggage. It was a two week cruise. Two weeks without a change of clothes or her CPAP machine. Contacting customer service was a nightmare. We never talked to a real

person. Very little effort was put into getting them their bags. In one port we were on the ship and the bags were at the airport. The airlines did not deliver the bags nor did they tell our friends that they needed to go get them. The airline couldn't be bothered to take the bags from the airport to the ship. BA says it is their policy to get you your bags within 72 hours. That is a joke! It's been over two weeks and they still don't have them. They are back home in the US and last they heard the bags were in Lisbon! If you have a choice, do not fly British Airways. Customer Service is nonexistent!'


✓ Trip Verified | Booked a flight from Bucharest to Manchester with a 2h 45' layover at Heathrow. Flight was delayed from Bucharest because of ATC strike. Arrived at Heathrow 40 minutes later than scheduled and still had enough time to catch my connecting flight. Unfortunately we were stranded in the plane and waited a very long time to disembark the plane due to lack of staff or slot shortage (it's a common problem with BA at Heathrow). I missed my connecting flight because of their delays and they told me I had to wait all night in a freezing airport for the first flight the next day. There was just a shameful 10£ food voucher which is a joke considering the ridiculous prices at LHR. No accommodation offered and had to sleep in a very cold airport. I asked for compensation and they sent me a long text with the same lame excuses that they are sorry, but they will not compensate anything. I can't imagine a worst airline than BA regarding customer care. It is not about money here but rather than the way they treat customers. It is the last time in my lifetime that I will be flying this joke of an airline.'

✓ Trip Verified | Booked online months ago and the only hitch was replacement aircraft meaning chosen seats were different. I was informed of this prior to departure so could amend. Bag drop at MAN T3 wasn't smooth but I suspect that was MAN fault. Shuttle boarding was slow and delayed meaning a rush at LHR T5. The flight to CPT was full but we left more or less on time. The cabin was clean and PE was what we expected, sufficient leg and arm room plus a few little perks with drinks. Only complaint is the seats actually recline too far. Staff were very good during the first few hours of service, especially George. Food was quite tasty but one option wasn't loaded. Breakfast was also quite tasty and we landed on time. The fly in the ointment is both our cases arrived late on the carousel and only later did we notice both had been broken into, likely at CPT. All in all a pleasant surprise."


✓ Trip Verified | The flight was on time. The crew were polite. It was the same story on my outward flight. I find it

hat BA in Europe is generally pretty good, though I regret that they have substituted Prosecco for Champagne on the list of drinks you can buy in economy! So many complaints about BA and other airlines revolve around lost luggage that I never check in bags, even for long trips.',

'Not Verified | Angry, disappointed, and unsatisfied. My route was from London to Atlanta. My suitcase was not boarded, therefore not landed with me. For both comfort and safety reason, a bag always fly with its passenger and that did not happen. Claims and few phone calls were made by desk assistants who answered my questions unprofessionally and miserably. Certainly, I was left with nothing but my backpack which contained not more than few snacks. Neither clothes nor anything else was ever provided as an apology. Meanwhile, I was also told that my bag would have been delivered through the next 24 hours which also did not happen. British Airways is a great airline to fly with but its organization, when it comes to customer service, is poor and uncertain. Still waiting for my bag.',

' Trip Verified | As an infrequent flyer, British Airways was always my first choice. With some reassurance and comfort of service, quality, luggage allowance etc. In fact I've never flown with the budget airlines. My most recent flight has now changed my view and causes me to reflect on what am I actually getting for my money and is BA what they once were. While the flights were around an hour delayed both ways, the cabin and ground staff service were ok. It is the facilities (or lack of) that I am most disappointed by. The flight was Approx 4 and a half hours and the only thing offered was a half cup of water that was poured out and a bite sized banana slice of cake. In fact on my return journey I wasn't even offered the water! To top it off BA no longer have a media screen from which you can select something to pass the time away. There wasn't even the obligatory flight journey. The WiFi was poor. I couldn't even access the shop. However, for a fee so much more was available. This explains BAs record profit of £1.52bn. So, the question is, what am I paying for? I will now for sure opt for the budget airlines. They are transparent with what they offer and what you have to pay for, which I can decide to choose or not. As BA now stands for Basic Airways I'll go elsewhere and get basic for cheaper.',

'Not Verified | A totally unremarkable flight, on time, as comfortable as European configuration goes. No catering due to the storm - effect greatly exaggerated. This was advised by email, and a euro 15 was provided - not easy to use - but lounge made up for this loss.',

" Trip Verified | 1. Ground crew in Heathrow left 60 passengers luggage. We had 3 bags. 2. The Heathrow ground crew

left 1 of ours behind after the 1st two were received the next day. 3. The Heathrow ground crew lost our 3rd bag 4 times and we were on the phone with them for over 3 hrs over the course of the week! 4. Due to this, we had to spend \$500 on health and beauty items for my wife on our cruise. 5. British Airways said they MIGHT reimburse after 3 months. 6. We had to spend \$100 in cab fare to Barcelona because the Barcelona ground crew (Iberia) claimed they had delivered it to us. 7. Heathrow ground crew made us 15 minutes late arriving back into Heathrow after our cruise. We actually landed 10 minutes early, but those incompetent people still were not ready for us. 8. The Heathrow ground crew caused us to leave 45 minutes late even though ALL passengers were boarded and ready 15 minutes before the departure time. This will probably mean we will miss our connection in Anchorage. BA clearly does not care or know how to operate a ground base...shameful. BA is a joke and should be embarrassed they can't operate like a normal airline. They do not grasp the concept that even a small hiccup can cause mass ripples of chaos to other people.",

✓ Trip Verified | London Heathrow to Gibraltar on 24th October 2023. I shall start by reference to the booking process. I used the BA website to reserve the seat and food the website to be easy to use and clear in every aspect. The flight was due to depart from terminal 3 but the passengers were bussed for a good 15 minutes to a different part of the airport where the aircraft was on a stand. When boarding the flight the cabin-crew kept a very low profile and this was maintained during the entire flight. The captain made 3 brief announcements during the flight. There was no in-flight entertainment. The seats were clean and comfortable enough for a short flight. The lack of catering was overt. Other than a tiny bottle of water and an inedible "breakfast bar" one had to use an online system to order even a drink and of course pay for it too. The passengers next to me could not use the online system as it does not seem to work and the cabin refused to sell them a coffee because of this fault. Moreover, the USB charge points did not work either. Given the early hour of the flight it is a poor show that there are not even for sale items available from a trolley service. The system BA have in place is not good enough. The flight arrived on-time. The disembarkation was inefficient though and poorly managed and the crew were not to be seen. The crew were wearing the new BA uniform and it seems to reflect a downward trend of the airline. To be candid, there was any difference between this BA service and that of so-called "budget" rivals. On this route BA have a monopoly and so I did not have an option to use the services of a different company.',

✓ Trip Verified | First time flying British Airways and I

would not hesitate to fly economy with them again. Flight attendants were pleasant and efficient. Excellent special meal (low sodium). Comfortable space in economy. One of my better flights.',


'Not Verified | I flew London to Cairo and return in October 2023. It was basically a perfectly good pair of flights in Economy, with pleasant and professional cabin crew (especially on the return journey). Being only 1.73 m tall I have no problem with legroom in the back of the plane, the seat was OK if getting a little numbing after 5 hours, and the return of a rather good included snack box and drinks was welcome. However, it must be said that the value for money was poor: with a checked bag on the return leg only, this was a nearly £700 ticket. And although I am content to pass the time by reading or sleeping, it was surprising to find no in-flight entertainment on 5-hour flights. However, overall I would still recommend BA and would do so even more enthusiastically if it was more sensibly priced.',


"Not Verified | Absolutely the worst experience ever. Flew into Heathrow, no problem. Waited for 5 hours, three extra hours, for our connection to Porto then they cancelled the flight. Scrambled for a hotel and a new flight the next day. They routed us through Madrid the next morning. That flight was 1.5 hours late so we missed our connection to Porto. Because we missed the connection (their fault), they cancelled our return flights. After two hours on the phone with customer service from the Madrid airport, they booked us a new return flight, then they made us pay \$ 1300 to fly from Madrid to Porto. Then, for no reason they cancelled our return flight again! After hours, and hours and hours with customer service, we finally got a return flight five days after our original return flight. Meanwhile, they lost my wife's luggage. We finally got 15 DAYS after they lost it. Return flight? More problems with our reservations. At no point was British Airways helpful. They left the onus on us to fix their mistakes at every turn. They completely ruined a three week vacation and they don't care. They wouldn't even let us speak to a supervisor or manager. Awful, bordering on passenger abuse.",

"Not Verified | \xa0 \xa0 Flew back from Malta after scattering our son's ashes at his favourite spots. When we boarded the aircraft for our return flight my wife became upset. A member of the cabin crew noticed this and immediately spoke to my wife and tried to reassure her. Her name is Tracey, an exceptional crew member. I noticed she spoke to other travellers in a courteous manner and was friendly. Each time she passed my wife she asked how she was and would she like anything. This kindness made a difficult time easier for us both. A

ircraft seats were comfortable and service good for a 2hrs. 45mins. flight. Thank you B.A.",

'Not Verified | Cabin luggage had to go to cargo, even when I said I carried medicines. There was no time to get them out the hand luggage. The economy seats with Virgin Atlantic, KLM and even Ryanair have more space. Luckily it was a short flight.',

' Trip Verified | I have been using BA for a while now and on average I cannot say that I am pretty satisfied. BA somehow experience cancellations and delays most of the time. Second, the in-flight service is usually weak. Food portions are small and cabin crew is not very helpful especially when it comes to drink requests. The screens in the A380s should be renewed as they are full of scratches and same size as A321s. Especially in longer flights, the entertainment system becomes more important. There is also no welcome package except for pillow and small blanket. I would expect more from B.A. If you are flying from the US to anywhere except the UK, I would recommend considering other airlines. But if you are flying to/from UK directly, then BA could be one of your choices.',

" Trip Verified | I flew from Istanbul to London in Business class. For more than half of the flight a child was watching an iPad very loud with no phones plugged in - it was three rows in front of me and disrupted my flight as I could hear it above my headphones. Staff thought this was fine and refused to tell the mom to turn it down. Why is this acceptable on a flight especially in business class? Has this airline turned into a zoo? Are staff given no training in customer service? Why is a child allowed to disrupt other passengers? When I told the staff she just laughed at me. BA customer service is a disgrace. I've not even mentioned the food but it was bad, really bad.",

"Not Verified | I have flown on BA several times since the airline started non-stop service between Austin, TX and London Heathrow. Every year the service gets worse. I brought a tape measure with me to see how far apart the seats are in the economy section. 25½ inches. BA has removed bathrooms in order to squeeze a few more rows of seats onto the aircraft. Thankfully I'm not a big person and was able to squeeze into my seat without being too uncomfortable. When BA first started flying out of Austin, the food was great. Now, when I arrive at Heathrow, I get real food and take it on the plane with me. I don't know where or who makes BA's food, but it is not eatable. If BA did not have a direct flight from my hometown to London, I would fly with a different airline. When we checked into Heathrow, the line was extremely long and only one person was checking people in. It took nearly an hour

to get to the counter. I understand airlines are making record profits and need to make up lost revenue from the pandemic, but I think BA has gone too far and has little concern for customer service in pursuit of profits.",

✓ Trip Verified | The flight departed over an hour late due to a late inbound plane. The plane was very full, and half of the economy class passengers were forced to check in their larger cabin baggage at the gate when boarding, making a complete mockery of the hand luggage allowance advertised. Lots of passengers on board were stressed out about missing onwards connections due to the delays (and some did miss them as their next gates had closed by the time we disembarked at Heathrow). Onboard service was ok but minimal - BA gave up being a full-service airline some time ago. More concerning is that trying to get hold of customer services to make changes to bookings and deal with problems was non-existent. The airline seems to make it deliberately hard for its customers to contact it.',

✓ Trip Verified | I hate British Airways! We get to London on Oct 3 and our next flight is cancelled. We stand in line with 1200 other people to get it fixed and they tell everyone to leave the airport and call them to fix. They book us the next day..via online. Don't offer vouchers for hotel, we will miss our tour. Now trying to get home from Istanbul. Plane is here but should have started loading an hour ago. No explanations. May miss next flight. Will never travel with them again. Was this same problem April 2022 flight.",

✓ Trip Verified | Our BA flight from Porto to London Heathrow T5 was operated by Finnair using a Finnair plane and crew. This had been advised by BA shortly after booking, with the option to change flights if we preferred. Although the business class cabin was of a similar layout to BA Club Europe, i.e. with the middle seat kept free, my wife and I felt the seats were more comfortable and the legroom slightly better. Service was good on board and the meal was very tasty (we chose the beef cheeks). All was good until we landed at Heathrow! Although we passed through passport control without delay, once we were at the designated baggage reclaim, we just waited and waited! After an hour and ten minutes I went to the BA baggage counter to ask what was going on. They seemed unaware of an issue, but said they would find out! Over the next hour or so various other passengers also requested information and despite various announcements and a list of different excuses it was almost 2½ hours before the bags finally arrived. Frustrating to say the least. I subsequently complained to BA, but after 4 weeks there has been no explanation just the automated message from customer services 'we are experiencing exceptionally high volumes'. This res


ponse says a lot! ',


✓ Trip Verified | The customer services (call centres et c) are atrocious and sometimes callous. They just don't care. Long waits to speak to anybody, who then have no power to actually solve anything, and the calls just cut halfway with out resolution anyway. If the flights are cancelled (as were my original ones) you're really left on your own and nobody cares. The onboard services are so-so but for short haul it's now "semi-low cost" which is confusing as you never know what to expect. This time we were given a bottle of water and a (very) small snack, whilst anything else had to be paid for. And yet on some other flights apparently you have to pre-order any additional food. It's confusing, which makes it not dependable. Cabin baggage is in theory generous compared to competitors in economy but then they asked more than half the passengers on this flight to check in the cabin baggage at the gate due to lack of space in the overhead cabins, leading to long boarding delays. Their whole offering hasn't been thought through very well. The USB power supply did not work throughout the flight (contrary to the announcement that the power be available after the seatbelt sign was turned off) so it was pointless providing the sockets in the first place. Not my first choice airline on this route and am just trying to use up most of my Avios points before I totally abandon them. I fail to see how it is deemed a 4 star airline. ',

✓ Trip Verified | I am a frequent flyer with BA and have been for the last 15 years. Having noted the ratings given, frankly, I cannot understand how BA scores three stars for most aspects of its service. In a nutshell, BA has placed profit margins over passenger appreciation. This fact was hammered home on my return leg, which was not in Club Europe. Quite alarmingly, BA appears to place profit over passenger safety by extending its "Business Class" seating up to and beyond emergency exit rows and then failing to ensure those seated in exit rows have the physical capacity to actually open the door in case of an emergency. I was not at all reassured to see an elderly and slightly built woman seated with the responsibility of opening the overwing exit should the need have arisen. Short-haul business (Club Europe) is simply a joke and only useful for gaining valuable tier points for lounge/pre-boarding benefits. While cabin crew service is excellent, the lack of space and reduction in refreshment choices, etc. places them a million 'air' miles behind competing airlines, such as Qatar, Turkish or Emirates who understand the true definition of customer appreciation and hospitality. BA has consistently eroded the value of their Executive Club and seems to be of the impression that recent changes in


obtaining avios points during the booking process benefit passengers - really? I want to support BA and did enjoy flying with them up to the point when they started penny pinching and became more deserving of the name "Budget Airways" The attached photos taking during my most recent itinerary highlight the difference in customer care/appreciation between British Airways and another airline used in this trip. Both flights were around 4 hours in duration, on the same day. Guess which one is shows BA's in-flight offering!'


"Not Verified | Flew with BA to Punta Cana. Took the trouble to reserve seats for both outbound and inbound flights. On boarding at Gatwick, realised we had been moved to much less good seats with other people sitting in the seats we had spent a lot of money reserving. Apparently there has been a change of aircraft and a number of passengers had been automatically reallocated seats for no particular reason. The crew said there was nothing they could do (although of course they could just have swapped us with the couple using our seats). We were told to claim a refund on return home. We did this via a complaint form. As BA offered us £100 in vouchers. We didn't accept this as it was less than the cost of the seats and also naturally we wanted our money back. We eventually got it but not without a fight. Very second rate shoddy airline."


' Trip Verified | They downgraded me from business to premium economy. They took three months to get back to me and offered me 200 pounds or 400 AUD. The difference between business class and premium economy (which I never fly) is \$3000 AUD and the difference between economy and business is \$6500 AUD. They owe me at least 1500 pounds and to be very fair 3250 pounds. The downgrade was insulting and incredibly painful as I had a recent cancer operation and have a back injury which I have pointed out to them - I need to lie down. The wait for them to get around to me has been numbing. The insult of their offer has been the slap in the face to continue my degradation. The people I have dealt with at the airport have been down to earth, honest hard working people. The actual staff on the plane were warm and friendly - and helpful. The systems under which BA operates are some sort of medieval torture.'


' Trip Verified | The already delayed aircraft landed and apart from the small BA logo on the rear of the fuselage, there was no indication as to whom the carrier really was. Boarding turned into a farce with passenger groups being told to wait in one queue in order to board, only to be informed we were on the wrong place and our boarding wasn't allowed yet. The interior cabin was reminiscent of a BA cabin from twenty years earlier except the tight legroom and uncomfortab


le seating which made a budget airline feel luxurious. The crew were not BA but from an unknown charter company. Service was slow, and as usual, choices of food to purchase ran out before they'd reached row 24. I requested a cup of tea which never appeared. Thank goodness for my airport purchased water and the tiny offering of pretzels. The over officious senior flight attendant, who'd been facilitating in 'Club Europe' appeared in economy and immediately slammed down the armrests (whilst still in mid flight) making an already uncomfortable journey feel worse. "Cattle class" was definitely that! To say I was happy to land and disembark was an understatement. Never again BA, never again!'

" Trip Verified | Caught up in the Gatwick cancellation fiasco; at some point between what was smooth check in (unable to do online as part of group travel) and security, the flight was cancelled; (we were denied entry to security and departures as a result). It was at this point that we discovered BA Gatwick are not BA, but a masquerade, who are unable to help and provide very little assistance unless the 'real BA' provide information, and even though our baggage was now airside, didn't have a clue as to how we could get it back. It is, however, with thanks to a supervisor from Business Class check in, who came to our assistance and help with our predicament- baggage retrieval, information on what to claim and how, and our revised BA flight from LHR the following evening. (Difficult to give a rating for cabin service as we didn't even board the aircraft)",

" Trip Verified | BA has a real problem with boarding it's flights. Those who get on first fill the luggage bins with 2 bags, one of which is supposed to be small and under seat only. Cabin staff don't bother implementing their own rules. Subsequent passengers mill up and down the aisle, bumping into each other, searching for space. Boarding this flight took an hour as a result of this nonsense. The incoming flight was late already so our 90 minute flight was 90 minutes late.",

' Trip Verified | Our connecting flight from London to Glasgow was canceled and we were forced to wait 12 hours in the airport for a new flight. When we received our luggage at Glasgow we discovered that our luggage was soaking wet. My wife's luggage contents were wet and had to be air dried.',


' Trip Verified | The worst airline I have ever flown with. Allocated the very back row next to the toilets and galley. No chance of getting any sleep, question asked of possible seat movement ignored and getting bumped the entire time by cabin crew walking or pushing kart up and down aisle without one apology. Would have been better sitting in the luggage compartment.',

' Trip Verified | Excellent service levels, proactive crew and superb food and beverages. I found all aspects of the service to be superior to BA business class, even the new BA Club Suites. First Class felt exclusive, the dedicated crew were clearly used to working the premium cabin, enjoying their work, were proactive, friendly, very respectful and the food and beverage offering a considerable step up from business class. The seat, with sliding double doors was spacious, well designed and very comfortable. British Airways offered a solid First Class service, from Concorde Lounge to boarding (which was actually by group number for a change) to the very warm and genuine welcome on boarding. A consistent, solid, comfortable service from start to finish and if the price was right, I would not hesitate to book First Class with British Airways again.'

"Not Verified | Booked a very special holiday for me and my partner, September arrived and we were on our way to lovely South of France, Booked Business Class for us both to start the holiday right. As we were checking I was told the flight was over booked and our seats wouldn't print onto the ticket for some reason. We had already made sure the seats were booked when we had booked the flights nearly a year prior to going. Unfortunately when we arrived at the gate we were then told we would no longer be sat together and one of us would in fact have to go into economy. My girlfriend is an extremely nervous flyer and so had to take extra tablets to remain calm, She didn't have any food which we had pre booked also and she was sat right down the bottom end of the flight. We were held at the gate with another 4 or 5 couples all in the same predicament all due to the lovely money grabbing British Airways over booking the flight. They ended up refusing passengers in the end and even had people sat on the fold down chairs in the toilet area. When we eventually arrived in France late, we was waiting for our luggage to come. Our air tags stated that both our cases was in fact still in Heathrow. We then had to wait 4 days for them to eventually come in to France by this point our holiday was ruined. British Airways was absolutely shocking, we couldn't speak to anyone as all the phone numbers were no longer in use. We felt stranded in a foreign country with no clothes and no one to help us with what to do next. Every day we watched them case not moved as we were tracking with air tags. it was so frustrating not being able to plan our days in hope we would get the call to then drive all the way back to the airport 2 hours each way to collect our cases. we ended up going out and buying new clothes toiletries and all the stuff to make the best of our ruined holiday, saving all the receipts thinking we would be able to claim it all back. how wrong I was. British

airways take zero responsibility and fob me off with going through my insurance. British Airways only pay for basic essentials, Pants and toothpaste. I filed a complaint when I got back and requested my money back for business class and they haven't even had the decency to even respond. They are an absolute joke of a company and I wish they would remove British out of their name because there is nothing British about them. Do not give them your money, they can't even look after their staff let alone customers. Oh and don't bother trying to cancel your flight either as they just take all of your money off you and give you nothing back.",

'Not Verified | Just returned from Chicago, flew out 10 days ago on American Airlines absolutely superb in every way, had high expectations on return flight with BA.\u2028What a disappointment.\u2028The Airbus A380 may be nice from a pilot's perspective but as a passenger it was awful.\u2028Very uncomfortable seats, the inflight entertainment and flight tracker failed to work throughout the flight, the inflight meal was inedible and the service was mediocre at best. Our short flight from Heathrow to Manchester was much improved, very welcoming and attentive in flight staff and the flight even arrived early. In future we will travel with one of the American carriers. ',

' Trip Verified | BA standards continue to decline every time I fly with them. This time, a 45 min late departure, which seems the norm for BA, and no information from the rude and clueless boarding gate staff. The Club lounge was overcrowded, dirty and grubby and cleaning staff could not cope. How many more cutbacks is BA going to apply before they become truly low cost. As a 35 year veteran user of BA, while people complained of Alex Cruz cutting costs, the past 3 years has seen them decline very quickly under their latest CEO. One reads the occasional article about BA improving things, but I have yet to see anything substantive. There seem to be few British staff left amongst the cabin crew, so maybe time for a name change and give the flag carrier status to a proper low-cost - and sadly the staff service has declined year on year. Onboard, the catering remains poor and surprised that Do&Co can produce such rubbish meals when I have sampled their Turkish Airlines equivalent in August that was superb - guessing BA are too tight with their budget. Onboard WiFi service is a joke and should be avoided.',

"Not Verified | Awful. Business class check in queue just as long as for economy, probably because half of the desks were not staffed and Terminal 5 is chaotic. Business lounge overfull, couldn't get seats. Delayed flight, unmanaged chaos at the gate. No drink on boarding, first drink served an hour after take-off. The meal was poor, used to get better in e


conomy on other airlines. British Airways has won the race to the bottom of the cheapskate stakes. Not looking forward to the flight home.",


✅ Trip Verified | Not a reliable airline. You cannot trust the timing at all. I had a 6.45am flight, boarding was on time, but then we are sitting in the plane for already (1.5 hours) and the expected departure is still not clear. They have discovered the engine is not working! I am risking to be late for a business meeting in Geneva. How come they bring a not working plane to the gate. The funny thing is that I had another business trip in spring 2023, also with BA to Amsterdam. When I arrived to the Airport that time - I was told I don't have a seat. I was put on the next flight in several hours, which should have got me to the business meeting late, but still not too much. A lot of stress. In the end, on the second plane we were sitting in the cabin for 1.5 hours and I have missed the meeting. I thought it was a dramatic unlucky case that time, but today I see it's routine for BA not to fly on time.",


✅ Trip Verified | I take comfort in reading the last ten or so reviews to see I'm not the only traveller to put in words, how absolutely abysmal British Airways are! The only reason we are stuck using this awful airline is to use up points. We booked Club Europe months ago. London to Athens, sat in row 3 and told they had run out of food options, only choice was lentil pie or green curry. Returning Athens to London Club Europe. Couldn't check in online as promised so arrived at the airport 3hrs early. To be told they had overbooked the flight and basically we were being 'bumped' to economy. This airline fails to deliver time and time again. It is a national disgrace and I implore everyone to choose an alternative. ",


✅ Trip Verified | The worst journey in my life. The connection time at LHR was only 1 hour, but the flight from MXP was on delay. I had to rush to change terminal by train and arrived risking a heart attack. After that the plane just stayed there for another 40 minutes. Despite that, upon arrival at SJC my baggage was lost. I filled the form and gave to the employee. I was not given any receipt, so I did not have any reference number. BA phone number at SJC simply never answered. I called twice the toll free number and realized they did not record the delivery address. I had to enter myself online, dealing with a shitty website. They delivered the baggage three days later. I claimed for compensation online, as I had to buy clothes and other stuff and I did never get a receipt. I was expecting an upgrade for the flight back to MXP, but nothing happened, neither they allowed me to enter BA lounge at SJC. Bad customer service. The only positive side

was price, but obviously this cannot justify this treatment and if I knew , I would never flown by BA. Never again!','

' Trip Verified | The airplanes and the lounges are worn out, old and broken. From Dallas to Heathrow, multiple first class seating and electronics were non functional and poorly designed. The first class seating from Heathrow to Dubrovnik was nothing more than a tray blocking the middle seat of a standard coach ticket. Very disappointed.',

' Trip Verified | One of the worst experiences on the worst airline. The flight was delayed due to earlier technical issues. The time slipped from 17:00 to 20:00 to 22:00 and finally cancelled. There was zero information given. Despite paying well over the odds for business class, we were booted out of the BA lounge two hours before the flight. When it was finally cancelled, the BA staff. Without explanation, told everyone to go to a gate. After another hour or so they made us re enter the UK via passport control, a further 40 minute wait. By now the airport was closing and there was no sign of our bags or any help from BA. A passing Gatwick engineer finally helped us locate the bags. BA completely washed their hands of us and in contravention of CAA rules refused to find us accommodation. Many slept in a bus stop overnight. There were people with young children who couldn't find somewhere to stay and yet BA had closed down and left. The following day the replacement flight was also late and due to an admin mistake had no catering or liquids for a 2 1/2 hr flight. Overall the service was shockingly bad, the worst I have experienced from any airline. I will not ever use them again.',

' Trip Verified | Cancelled our flight last-minute then moved us onto a flight 2 days later operated by Japan Airlines. We had paid a lot extra for extra legroom seats as I am very tall and they assigned me a middle seat deep in the middle of the plane. Because it was operated by a different airline but booked by BA, neither BA nor the other airline could change my seat over the phone despite seats being available. After 4 hours of waiting in queues and sitting on hold their solution was for me to arrive early at the airport. I did but the seats had already been given away for free by people who had booked directly with that airline and could check in online. I got a £10 meal voucher as compensation for this enormous downgrade on a 14 hour flight. Never again will I fly BA. I would rather fly indirect with better airlines than use this disgrace of an airline again.',

" Trip Verified | I had a flight from Miami, Florida to Dublin, Ireland, via London's Heathrow airport. The outbound flight from Miami was delayed and we were further delayed when our gate was occupied when we arrived in Heathrow. The total delay was roughly an hour, but it was enough to make our

connection a challenge, where we had 73 minutes between original arrival time until the departure time to Dublin. When we headed to our connection flight, we were stopped by security personnel at a checkpoint and told us that the gate to our connection flight had already closed. This was twenty minutes prior to departure time. They ushered us to customer service to be rebooked. Given the busy weekend of travel, we were rebooked on a flight at a different airport and were told that our cost to get there would be reimbursed. We then waited 3 hours for our luggage, and then took a cab to London's City Airport. The cab fare was roughly \$500. When I filed a claim with British Airways, they refused the claim and told me that we had plenty of time to make our connecting flight and therefore they denied my claim to be reimbursed for the cab fare. This is after I explained that it was British Airways employees who ushered us to rebook the flight despite the 20 minute timeframe to make the connecting flight. The person who rebooked us, told us it was policy that they close the gate 20 minutes prior to departure. I will never fly this awful airline again. Given the other feedback on this site, it appears that that is the overwhelming sentiment.",

✓ Trip Verified | We started our day with BA in Prague. The flight actually left on time! I came to find out that's very unusual. We purchased business class seats. As you can see from the picture they hardly were business class. All they did was block off the middle seat in the first few rows and called it business class. Horrible flight. In addition I had a really rude check in clerk basically yell at me when I excused myself and asked if she could give a little bit of priority to the many business class passengers who were n't being served. Then we got to Heathrow and the real fun began. We had a 4 hour delay. They gave us about 5 different excuses for the delay. I had a few employees walk away while I was asking them questions. They were very rude. At one point there were no employees left. And from the announcements it seems virtually every BA flight was delayed. And there were no weather issues. There was no place to comfortably store items in business class. I've never experienced that before. Not even a cup holder for my bottle of water. The seat controls didn't work well. You had to keep pushing the buttons to get them to do anything. The power outlet didn't work. There was no internet the entire flight. The overhead luggage bin was too heavy. I almost got a hernia having to close it. This is a horrible airline. I'll never fly with them again. If I could give zero stars I would.',

✓ Trip Verified | I fly British Airways weekly not because I want to but because they own the route there's no other option therefore they frankly don't have to care about the c

ustomer. The flights are always delayed and it's always some one else's fault be it weather delays to incoming aircraft or flight traffic control issues I've heard it all and for the life of me cannot understand why they are allowed to operate. I've been around the world and traveled with all of the world's airlines but British Airways are really the worst of the worst. It's such a shame to have watched what used to be a good company fall down a cliff. My advice is if you have an option to fly with anyone else then exercise the option but if you're flying with different connections and you have a tight schedule do not expect BA to get you to your destination in time.',

"Not Verified | Everything was ok until our connecting flight in London, just before take off, we were on the runway, the pilot came on to announce an engine problem. After engineers tried to fix it while we waited on the plane for over an hour we were finally told that we would have to be evacuated and rebooked for another flight but not to worry because a special crew was waiting for us on the ground to help us and set us up in a hotel except that there was no one to help us. In fact everyone refused to help us. It was Saturday almost 8pm and they just wanted to go home. Anyone with a connecting flight couldn't rebook on the application because the app wouldn't disassociate our first flight with the connecting one in London and the staff saw this but still refused to help us. They gave us a phone number but there was only a message that said just to use the app. Finally I got someone on the phone who rebooked us for the next day. Now it's 10:30 pm and I have to find a hotel room because the airline refused also to help us with that. So i had 2 choices either sleep in the airport or pay over 700GBP for a room. I don't have the money to pay for this but after a 10 hour flight, 8 hours of jet lag and the insane stress after the fact that no one from British Airways would help us I took the room. Of course I claimed reimbursement but that was over 3 weeks ago and I haven't heard anything since so I have no idea when or how much I'll be reimbursed, even though I'm not claiming any emotional compensation from the horrible situation they put me through due to their total indifference. It's financially difficult for me right now because the money I had to put out is equal to half my salary and of course it's impossible to reach them by phone. I feel still as i did on August 26 2023 completely trapped by them and their indifference with no solution or information",

'Not Verified | My initial flight was cancelled 8 hours prior the flight. Then I was automatically rescheduled for next day. Next day, the flight was delayed leaving Hamburg and missed my connecting flight to Las Vegas. Me and several oth

er passengers spent the night in London. British Airways provided us with vouchers but the transfer bus dropped us at the wrong hotel (closest to our hotel) and told us that we can walk there if we want to. As a result, I lost two nights hotel reservations that I made in Las Vegas. I opened a claim and provided all receipts to British Airways to get refund of my hotel reservations, but over 5 weeks now, not a single feedback from British Airways. I will avoid all flights with them in future, and will share this story.',

'Not Verified | We will never fly British Airways again. Our flight on July 15 2023 from LHR to LAX was cancelled 20 hours before departure without any explanation. Since 8 weeks we are now waiting for the refund and BA does not pay us the cost caused by the cancellation. Very disappointing.',

✓ Trip Verified | Check in and security clearance very quick at LHR T5. My wife and I used the Galleries North lounge and at 6-00am it was easy to get a seat. Good buffet breakfast options. Flight boarded on time and flight departed on time. I was seated in 4 A, the Club Europe seats on the A320 seem to be getting smaller and legroom (I am 6ft) was very tight. Cabin Crew service was fine. I chose the full English breakfast, it was ok, but there was a lot of water in the bottom of the bowl. Flight landed on time. Overall an OK flight but Club Europe doesn't feel very premium these days.',

'Not Verified | British Airways has confirmed itself as the worst airline in the UK. Last minute cancellation, no explanation, refusal to book with another airline "because we don't have an arrangement with them". What's happened to what used to be our national airline?',

✓ Trip Verified | Worst BA experience. I was supposed to fly out to Italy on 7 September 2023. I arrived at OR Tambo International airport ready to check my bags in (I already checked-in online the previous evening so I had my boarding pass ready). At the counter I was told that I had been off-loaded from the flight as my connecting flight has been cancelled. No information was sent regarding this beforehand. The team at the check-in counter tried to get me on another flight that evening, but there were no flights available. They did manage to get me another flight the following evening with Lufthansa to Italy via Frankfurt. However, I did miss the first part of my trip having arrived a day and a half later than I was supposed to. Upon moving the flights I did ask the BA staff whether my flights back are still valid and that everything is in order, which they assured me is correct. I have to fly back to South Africa on 18 September and upon checking my booking information I noticed on my BA account that my first flight (Milan to London) is just missing from my booking. My connecting from London to Johannesburg is still

there. After spending the entire morning on the customer helpline two different operators picked up and in both instances, the moment I proceed to give my booking reference number, my call gets dropped. Currently it seems like I will be arriving at the airport again on Monday without a flight.',


✔ Trip Verified | My daughter and I were denied boarding on our business class flight from Madrid to Heathrow in March 25, 2023, the first leg on our return flight to Victoria, Canada. No reason was given for the denied boarding by the check in staff at the British Airways counter in Madrid, who said they were only agents and told us to call British Airways. We were three hours early for the flight and had valid passports. After many tries we finally reached British Airways by phone, but we were told to call Expedia which had booked the flights. Expedia confirmed that we had been bumped from the flight, with no explanation as to why. Expedia then began a long process of finding alternative flights. Over the next 24 hours we had numerous calls with both Expedia and British Airways. Incredibly, the next available flights were 9 days later on April 3. This was almost unbelievable, but after many many tries it was the best we could do. Even though these were Business Class tickets. Part of the problem was that apparently rules did not allow any changes to routing for any segment of the flight. This nine day delay was a major problem for us. I had to miss work and my daughter was missing school. Further, we received no compensation from British Airways, no penalty fee, and not any reimbursement of our expenses for staying the nine extra days. After our return I began the British Airways online complaint process, and submitted all supporting documents. I received an email reply and a case reference number. And then nothing. I sent numerous follow up emails, and received no replies. It is now months later, and still I have not heard from British Airways. This is shocking, and definitely the worst airline service I have received for my thousands of flights over many decades. I am a very patient person and this is the first time I have commented on this type of forum. I think the public should be made aware of extremely poor customer service at British Airways.',


✔ Trip Verified | Despite boarding being the usual free for all at LHR with groups 1-3 being called to board all at once. Whilst those passengers who had agreed to check in a bag in at the gate, getting to board before anyone else! However, the service on board was impeccable. Superb crew, friendly, attentive, interacting with passengers and generally appearing to be enjoying their job. Like BA in the old days and at its best. Food choice and quality seems to have improved too (no beef cheeks thankfully) and even the Club kitchen ap

pears to have returned. Old style Club seating, but is at least better, and feels less cramped, on the 787's.",


'Not Verified | Flight cancelled, no crew! 9th September 2023, not peak holiday period so why such bad management by BA? Sent to the gate left standing of over an hour and then flight cancelled. As were other on that day. Why does BA continue to provide such poor service - a national disgrace.',


'Not Verified | The worst service ever, my baggage did not arrive on time. Both my flights were delayed. I will never fly them again. Even the food was bad and your service.',


' Trip Verified | 4/4 flights we booked this holiday were delayed about 1-2 hours. No wifi available on 2 of 4 flights Food and drinks very basic and expensive. Cannot recommend',


' Trip Verified | British Airways has a total lack of respect for its customers. I was booked to fly from Frankfurt Main to London City Airport, and just a couple of hours before the scheduled departure the flight was suddenly cancelled by BA without explanation, when I was already at the airport. The worst thing was the utter callousness that staff showed towards customers. The ground staff's attitude was that they are merely third party agents, not BA employees, and therefore they quickly washed their hands of us all, telling us we had to contact BA directly via phone if we wanted help. They couldn't even provide us a phone number, telling us to look it up on ba.com ! So BA abandoned its passengers. They did tell us that the BA departure to Heathrow had also been cancelled, meaning there would be no further BA flight from Frankfurt to London that day (although other airlines were still operating the route- but BA refused to rebook us on them). The reason given for both cancellations was "technical reasons". No assistance or information was provided on our rights due to cancellation, nor any information on help regarding food/ accommodation help etc. Their attitude was literally that the cancellation had nothing to do with them and it was our problem, not theirs. I received an email an hour later notifying me that I had been automatically rebooked on an alternative flight 24 hours later, which wasn't acceptable as I had to get back to London that night. I rang BA's call centre and again, they showed a high degree of callousness. 95% of the half-hour call was spent with me waiting on hold, with the phone just cutting off after half an hour, and no meaningful information given to me by that point. There was no attempt by the call operator to call me back when the line cut (and I had a solid phone signal and wifi as I was still standing in Terminal 2 of Frankfurt Main airport), even though my phone number is listed in my booking contact details. They just don't care. In the end I had to arrange my own ret

urn to London by taking a coach to Hanh airport which was 11 2km away , waiting there for 5 hours and then booking an expensive last minute ticket with Ryanair to Stansted. At least that flight operated on time and got me back to London! BA is worse than a low cost carrier now.',

' Trip Verified | London Heathrow to Keflavik, Iceland in Business Class on an A321. British Airways provides an unusual Business Class experience for intra-Europe flights. The seating is similar to most airlines - middle seat vacant and little extra space - but on British Airways the Business Class cabin extends to almost half the aircraft. This makes it less than a premium experience at every step, from boarding to onboard. The WiFi worked for only half the flight and there are no refunds. But when it worked it was surprisingly fast. Service on this flight was very good and we got to Keflavik on time.',

" Trip Verified | Mumbai to London Heathrow in Business Class on an ageing B777-200. This aircraft featured the older Club World flatbed seats. They are comfortable, there is enough storage space around the cubicle, and the monitor screen is among the larger ones I've seen on airplanes. BA's new Club Suites are said to be far superior, competing with the best B-class rivals. The entire Business Class cabin had just 2 washrooms but it wasn't an issue on this flight since the premier section wasn't at full capacity. There was Wi-Fi on board, fast enough to even send videos via messaging apps. Service onboard was competent but the staff lacked warmth. The food was alright and no more. The biggest plus of this flight is that it gets out of Bombay at 1:10 pm in the afternoon instead of the ungodly early morning hours most international flights take off from India. The airport experience is far more pleasant at this time. In summary: British Airways provides a good, but not spectacular, Business Class product."

' Trip Verified | Care and support shocking. Written by a previously loyal BA traveller. Lies and misleading unprofessional service. Told that my flight was cancelled. Booked on to next available flight in downgraded cabin from business to premium economy. Called to ask why. Told technical fault with my original flight. My suspicion was another reason. At airport, check in staff said that not enough crew to staff original flight earlier in day. Why take my money and allow me to book a flight which would have allowed me to get to work as a doctor in the first place! How can you trust such an organisation to look after you as a flying customer.',

' Trip Verified | Flying A380 business class should be a pleasure but BA has made it a disaster with the worst seating and configuration imaginable. How could any sane person co

uld jam so many seats into a limited space and expect passengers to be happy. Seats are narrower than economy on some airlines and you must face another person until a plastic screen is raised. The Tv screens are the size of a medium sized tablet and the controls are behind your head in a sitting position. There is no where to put anything except one small pull out draw at ground level that can not be reached when seated nor accessed when sleeping . The window seats and middle seats are accessed by having to jump over a passenger on an aisle seat and the seats are so low that they are hard for elderly to get out of. The whole business class set up is a sick joke. Eating is difficult because the seat is not close enough to the table and the tables are so flimsy that drinks can fall off. Are there any redeeming features - the answer is no. If you like a little comfort avoid BA like the plague.'

✓ Trip Verified | British Airways absolutely does not care. My reserved seat was change from an aisle to center seat for this overnight, full flight and it was quite awful. After enquiring at LAX check in, the agent said sorry, nothing we can do. Onboard the flight the attendants seemed to try and finish the meal service at a racing speed, with meals trays passed out with no proper questions about choice. Then back and clearing trays and they disappeared to rest in the kitchen for hours after that. No water runs, if you need anything do not bother with the call bell, as they simply ignore it. I used to like travelling British Airways 10-15 years ago, but the bean counters have been in and lowered it close to a lowcost carrier. I guess staff are badly paid from their terrible attitude and service. My last trip to London was with Delta, they are so much better than this very poor excuse of an airline that British Air has now become.'

✓ Trip Verified | My recent experience with British Airways was not just horrendous, it was an utter abdication of responsibility on their part. I arrived at JFK ready for my flight to Malaga, only to find it had been cancelled with zero notice. After a draining 2-hour altercation, I was finally placed on a different flight. The nightmare continued when I landed in Malaga sans luggage, containing essentials for my son's wedding. Thirty agonizing hours later, the bags showed up—but my brand-new iPad and a special watch for my nephew were missing. The items weren't merely valuable; they had emotional significance, which made the loss even more gut-wrenching. You'd think a reputable airline would make amends for such errors. Despite the clear mishandling of my baggage by their team, they refused to offer any reimbursement or even a modest amount of airline credit. Their customer service was not only ineffective but also astonishingly callous.

Their response was, in essence, "It's your fault for trusting us with your belongings." This isn't just poor customer service; it's a complete disregard for basic human decency and responsibility. British Airways had numerous opportunities to right their wrongs and chose not to. If you have any respect for your time, belongings, and emotional well-being, avoid British Airways at all costs. They not only fail to deliver on promises but also refuse to make amends when they err, leaving customers to bear the brunt of their incompetence."


✔ Trip Verified | This is to express our displeasure and concerns regarding our flight to Italy. Our trip was effectively ruined by the failure of our luggage to arrive with us, coupled with the length of time it took for it to eventually reach us (9 and 12 days)! Our departure dates: June 19, 2023 - Flight BA 294, Chicago to London. June 20 rebooked by BA on BA 546, London to Rome. All flights were late. On arrival in Rome, my wife was forced to walk to the check-in desk because our reservation for wheelchair assist from the plane was never transferred by BA. She was told by the cabin crew that there was no reservation for her transport. Also, our checked baggage (2) failed to make the BA rebooked flight from London to Rome. BA took 9 days to deliver my bag and 12 days to deliver my wife's. I called BA Baggage Claim Services daily. I was frequently cut off after waiting on hold for over an hour. We had Apple Air tags in both bags, and sent pictures showing their exact location to BA Baggage Claim several times. After 5 days, BA stated that they found my wife's bag, but needed to verify ownership! Both bags as described had bright pink 4" easily visible tags and bright pink bows. Taking 9 and 12 days to deliver them is inexcusable. Our return date: July 3 - BA 553, Rome to London. BA 297, London to Chicago. All flights were late. We arrived in Chicago more than 3 hours late, missing our ground transportation to our home in Michigan (3 hours away). We had to find a hotel and stay overnight near Chicago. On July 12 we filed our expenses for replacement of lost clothing and toiletries, also for food purchased at Heathrow due to the flight delay and overnight hotel charges in Chicago. After 2 weeks, I went online asking for some follow-up on both cases, but have had no response at all from BA. We are retirees on fixed income, and can not fund BA's errors. I can honestly say that the times I was able to reach a human being, they were all courteous and attempted to help, but appeared at a loss. ",


✔ Trip Verified | I flew London to Malaga on 27 August in Club Europe. We stood around at Gate B45 in Terminal 5 for over an hour, with staff giving very different reasons for the delay, late inbound aircraft etc - but the plane we board


ed had been sitting there for more than an hour! After boarding, the captain stated that because they had changed planes there would be no meals served. This is Club Europe, and we received one small packet of crisps throughout the flight. No effort to apologise. We smelt the hot meal for pilots being heated and then saw it being served to them on a Club Europe meal tray. Cabin crew also had warmed pastries (and were very quick to use air freshener in the front galley!) while customers received zilch. BA sent an email the following morning to say sorry - nothing else. What a complete and utter rip off by an airline that is already cutting back on so many things. I paid a full Business class fare, did not receive any part of the onboard meal service and they expect an email to be sufficient. Avoid BA if you have any other option no wadays, they are the worst in Europe.',

✓ Trip Verified | I arrived at the airport about 2.5 hours before takeoff to have more than about time to get checked in, go through security, etc. All that went without any issues. Being that I was relatively early at the gate, I was one of the first passengers there. After some time boarding had opened. First the business class got called up, then families with children and disabled people. A couple minutes into the boarding they started to call up people, one by one, by name. Then there was an announcement: they won't let anyone in anymore. Me and about fifty other people were still standing at the gate not being let in. The reason, they said, was that the plane was short staffed (Later I discovered, speaking to a manager, that not only the flight was short staffed but also it was overbooked). After the announcement people were getting angry because they wouldn't be let in anymore. Nothing changed and everyone was sent away. I had a connecting flight later that day that I was going to miss because I was not let on the plane. First I tried to get my luggage back which I didn't receive immediately but got a hold of later on thanks to the airport personnel. Then, just like everyone who was going to fly with the same plane, I wanted to talk to someone from British Airways. Since they don't have a service center at Frankfurt Airport everyone went to the check-in counters where we received food vouchers but not a single person was either able to rebook my or anyone's flight nor get anyone refunded. All the staff said was that we were going to receive an email in a couple hours with options to rebook the flight or get a refund. I waited four hours for the email at the airport that did not come until today. Trying to call the airline did not help either because they did not answer the phone or hung up in the middle of the conversation. After the four hours of waiting for the email me and some other people from the same flight went back to the check


-in counter to get a confirmation from them that I will receive a refund. Being that there was a new shift the personell did not know what had happened. When they scanned my passport an looked at the flight they found out that the system was dying that it was my fault I could not attend the flight. It looked like I had missed it. For everyone standing there with me it was exactly the same. But the people at the counter said they could not do anything about it. Later on we were able to speak to the manager after many phone calls he said they were going to take care of it. We are supposed to get an email at some point in the future. I was not able to get a written confirmation that I will get refunded even after several times asking for it. I already flew a lot of times in my life but never ever has such a thing a happened to me. Not only that me and so many other people were not let into the plane but also the customer service being so horrible that they were not able to rebook or confirm a refund in any way. In the end the only option for me to get to my destination would have been to book a last minute flight for a lot of money which I would not know if I ever got it backed.',

' Trip Verified | Filthy plane, cabin staff ok, appalling customer service staff who couldn't care less when dealing with a complaint. Paid extra for club Europe/business class. Food was poor, they gave you wipes to clean your seat area yourself and we were split up so they could accommodate families. Not really what you expect when you pay for the extra service. Will be cancelling our other bookings we have with BA, even if that means we lose our deposit.',


' Trip Verified | \xa0 \xa0Chaos at Terminal 5 with BA cancellations and delays, and staff give different reasons depending on who you ask. 9 out 10 answers were lies. Sadly, BA airport standards at T5 are worse than ever, and we are long past being able to use Covid as an excuse. As a short haul club Europe trip, I expect very little from BA any more, and they barely even provide that, with cutbacks during Covid that are now permanent. If you can find an alternative carrier on the same route, choose them rather than BA. Sadly, on my route BA have a monopoly.\xa0',

" Trip Verified | \xa0\xa0As always when I fly BA it was a total shambles. I was booked Manchester - London - Madrid , BA first leg and Iberia 2nd, I try wherever possible to avoid BA, however the Manchester - London was late, however I ran for my IB flight and got to B gates just as boarding started, being Group 1 I went to board and the gate sounded an alarm, BA had removed me from the IB flight to a BA flight 3 hours later! As BA had reissued the ticket IB could not put me back on the flight, so 3 hours wasted because of BA's total incompetence. This airline is a total disgrace, the crew w


ere not nice, typical BA crew oh im so fabulous I don't need to be nice to paying passengers, club europe cramped and terrible food! ",


' Trip Verified | First time using BA business class but we were pleased with the service received. No one was waiting at check in/bag drop and through security in 2 minutes. We used the lounge in the b gates area which we found quiet with plenty of food and drink on offer. Boarding was quick and the cabin was on a 1x2x1 layout with 12 seats although there was a larger b/c cabin behind that had about 30 seats. Again food and drinks were plenty full and good quality. Service from the cabin crew was excellent and the cabin manager (Lauren) even made up a birthday card when she found out it was my wife's special birthday. Departed early and arrived at JFK early as well. The only thing that I disliked was paying £117 each to select our seats and no free wi-fi.',


'Not Verified | Extremely rude ground service. We were non-rev flying and London was our connection/layover. Gate agent was extremely rude and forced me to check my carry on suitcase with the explanation that it was "oversized." However, when I put it in the sizer, it fit perfectly without force. The plane was not fully booked and had lots of room overhead. The gate agent was insistent and rushed us with no regard for the fact that we would have to redo security in order to get our bags again, as we were switching airlines and needed to carry them on due to our non-rev status. The flight itself was good, attendants were polite and helpful. No complaints there. Just extremely unhappy with the gate agent service. I understand that it is not a pleasant job and frankly I would not be overjoyed to work there either but that does not explain why we had to be inconvenienced with no fair explanation or attention.',

" Trip Verified | My son and I flew to Geneva last Sunday for a skiing holiday in Les Arc. The flight was cancelled moments prior to boarding and we were transferred to a flight departing three and a half hours later, that then got delayed by a further three hours. They didn't load any food onto the plane and forgot to load the baggage for all the business class passengers who had been on the earlier flight. Problems happen, it's a complex operation. What is totally unacceptable is the service one receives when there is a problem. The offshore call centres are unhelpful and obstructive, wanting to fob off issues by getting the customer to call special help lines that merely refer one to a webpage and then cut off. The web pages are often unable to give information as they are not updated and often refuse to update your inputs 'at this time. please try again later'. There is no access to people that are willing to help, empowered to help, or

actually move a situation forwards in any way. We've been sitting in a hotel waiting for the bag to arrive for two and a half days, unable to ski due to our entire wardrobes being in the cases. The outdated luggage 'tracking system', had the suitcase in Geneva 2 days ago, where it sat with no-one willing to step up and get it delivered. What an incredibly heartless and incompetent company. ",


' Trip Verified | For the price paid (bought during a sale) it was a decent experience although the club class (business class) seats offer no more legroom than economy class (using short-haul fleet on a 4 hour flight). Fast track through security was not honoured. The lounge at Istanbul airport was over-crowded as it is also open to the public who can pay for usage, causing a long queue for entry , which was badly organised. Boarding was smooth, cabin crew were friendly but their service was hit-and-miss. Eg. Some people got a "welcome" and some didn't; Half of the cabin was automatically offered coffee after dinner but not the other half. However, drinks were replenished generously and regularly and the meal was good (with a choice of three mains from the menu).',

" Trip Verified | Flight left on time and arrived over half an hour earlier than scheduled (thanks to strong tail winds). The flight was full but no catering had been loaded for economy passenger at Heathrow so for 3 and a half hours we only had a small bottle of water and a small packet of corn snacks. Nothing at all available to even buy to eat! Worse than a low-cost carrier experience in this sense. One of the light panels overhead the seats towards the back of the plane was broken and loose and just hanging above the unfortunate passenger's head for the whole flight (poor maintenance of cabin). I would choose another airline on this route in the future, as one of their competitors offers full meal service on this route even in the economy cabin.",

' Trip Verified | Very Poor Business class product, BA is not even close to the other airline leaders. Which ever way they sell the seat on a 777 it is a 2-4-2 layout. The cabin feels and is very cramped. The food in business class is economy quality just served in a china dish! However, the price of course is at premier levels. The only positive of the whole flight and return were the cabin crew who were fantastic. I felt genuinely sorry for them having to try and flog such a poor product. Would I fly BA business again? only if there were no other options and I had no choice.',


'Not Verified | This review is for LHR-SYD-LHR. BA015 and BA016. Business class had a 1-2-1 configuration on 777 giving space, privacy and easy aisle access. Seat reclines into comfortable flat bed. Good quality pillow and duvet. Privacy with sliding door. Good storage space around the seat and char


ging point. Flights on time - no delays. Gluten free meals were very poor in quality and presentation. Warm processed meat between two bland slices of GF bread apparently is a business class breakfast. On two sectors the main course (no choice offered) was bland fish which was served in a single small tray covered with foil - in business class? Condensation had formed as the dish was reheated (probably from chilled) so the offering was sitting in a weak watery liquid. One crew member appeared genuinely apologetic as they meekly served one meal. Do BA also serve the same GF offering in economy, economy plus and first on a long haul flight? My advice if GF - take your own food or dine in the lounge if you are in the care of BA for 24 hours. My travelling companion had very good regular meals, or so they told me, with a choice of main course on the same flights. Crew gave the impression that they were doing a job covering the basics and rather than welcoming and engaging. Usual hospitality industry waffle about service but little of substance delivered.',

 Trip Verified | Absolutely pathetic business class product. BA is not even remotely competitive with other International airlines in the business class market. With old outdated 8 across seating - no, I did not make a typing mistake - you either have to climb across someone or someone has to climb across you to gain aisle access. The crew must also hate this layout since they have to reach through little window openings to provide service to passengers in the 2 center seats. BA, like most other European-based airlines does not have a factual Intra-European business class product even though they promote & sell business class. Intra-Europe flights feature the same 3+3 seating throughout the aircraft & the only difference being the middle seat is left empty in "business class" & passengers get a meal & drinks, but this does not justify the higher cost. BA's Trans-Atlantic business class product is only slightly better because of the "narrow" 8 across seating. The biggest surprise on both the LIS/LHR & LHR/IAH flights was that BA has, in fact, substantially improved their food quality. Shocking! Unfortunately, it is served in the WORST business class configurations of ANY International airline I have flown. The entertainment system & small screens - my laptop screen is twice the size - is like an airline offering 2 decades ago. The flight crew was "pleasant & perfunctory" which is about the best one can expect from a BA crew. BA will simply never match the quality of carriers like Singapore, Emirates, Qatar, Etihad, EVA, ANA, Japan, Air New Zealand, Qantas or many others. BA can compete with US-based airlines like Delta, American & United, which are also not even in the same Universe in terms of a high-quality business class product. One of the biggest slaps in the face

is that BA expects business class passengers to pay to select seats, even though they have paid thousands of dollars to fly business class. Several hundred US dollars for Trans-Atlantic flights. Only if you wait until 24 hours before flight time are you allowed to select a seat at no cost. Certainly another BA Management decision that was made without a functioning brain.',

'Not Verified | Overall not bad. Staff look tired and overworked, trying their best. Weird seats, I was in 21G going, and 21D going home. The buttons to press for the seat recline are so stiff I had to get help on both flights to get them to work. There is another button, also very stiff, to bring the "leg rest" out. This is an awkward thing which doesn't come up far enough to be of any use at all for your legs, but just obstructs your feet really. Again, I had to get help to activate the very stiff buttons. At one point, the lady next to me was pressing the buttons for me while I tried to recline, sit up, or put the "leg rest" back. We gave up and called the flight attendant, who also had trouble. BA: please give this some maintenance! Food: only one out of three menu choices available by the time it got to me in Premium Ec. It was pasta and was not too bad. A Christmas Turkey Dinner was offered, but why not load more if it is so popular that it is not available 10 minutes into the meal service? "Breakfast" was an unidentified soggy pastry thing in a cardboard tube. It was disgusting, same offered on return journey. A cold pastry and fruit would be so much nicer. The tea and coffee was hot at least. Overall, I would say Air Canada provides a much superior Premium Ec service than BA. I won't choose BA again.',

' Trip Verified | This was our first flight with British Airways in over 13 years and as usual I couldn't fault them. As we were connecting, we had little interaction with ground staff - staff in the lounge were friendly and helpful. Cabin crew on the flight were great - very welcoming and friendly. Our meals were delicious & no shortage of drinks being offered. The seats were economy seats with the middle row blocked off and some recline. We arrived into Stockholm a little early through a snow shower which was a nice welcome back to Stockholm. Bags (checked in at JFK) were delivered safely with in 20 mins of arriving.',

' Trip Verified | I recently encountered a highly disappointing experience with British Airways, specifically regarding their customer service. After my initial flight leg was canceled, I was rebooked with a connection at London Heathrow reduced to a mere 1 hour and 30 minutes. Realizing the impracticality of this, I promptly contacted British Airways within 10 minutes to request a more reasonable layover of 3-4 ho

urs. Shockingly, the customer support representative flatly refused, citing an inability to change my flight. Despite explaining the logistical challenges of a short layover and a terminal change requiring additional security procedures, I received no assistance. To add to the frustration, the representative inaccurately noted on my account that I was presented with multiple options during our conversation. Moreover, the use of military time format and the lack of initial options provided only exacerbated the communication issues. Both phone and email support proved equally incompetent, and I was informed that customer service is outsourced to India, allegedly contributing to the subpar service. This experience has left me not only struggling to rebook my flight but also with a strong resolve to avoid British Airways in the future. The lack of assistance, blame-shifting, and overall incompetence in customer service make it my worst experience yet. I strongly advise others to steer clear of British Airways and their appalling customer service.',

"Not Verified | Beware! BA don't provide any refund due to a very serious medical reason. My father was diagnosed with a severe heart defect a couple of weeks before his flight date and BA refused to give any refund as this was not a good enough reason!! We sent them a medical note from his doctor saying he is unfit to travel due to potential heart failure and needs to have heart surgery as soon as possible, and the operator totally dismissed it. They said only thing they can do is change the travel date within a year. Heart surgery recovery takes months and it's highly unlikely that he will be able to travel within the year, meaning he would lose his ticket and money! They said they can't do anything to help, not even change the name on the ticket so someone else can use the tickets! The most ridiculous thing I've heard!",

✓ Trip Verified | Check in was chaotic and badly organised. Even though there were two desks, one for premium and one economy, there ended up being just one queue, in front of the premium check in, even though most passengers in it were economy. That meant that those travelling in club or with higher status had no separate queue to join. Whilst I was waiting in line another passenger went up to query and we ended up forming a new line in front of the economy check in desk for premium passengers, unnecessarily badly organised, the staff in charge should be retrained! Security at the airport was very quick and through to the lounge. This is a generic airport lounge for all airlines, and it is actually quite good overall. Nice layout and seating options, reasonable food and drink options, and an outdoor terrace which is really nice. Boarding was very well organised, although quite slow to get everyone on board.. but the flight was probably only hal

f full and we still departed early so I think they felt no rush.. and it actually made the boarding experience nicer and more relaxed. On board the club Europe seats are fine by European business standards, although as previously commented are really not very good overall.. the meal service was disappointing. As is normal, BA do not stock enough of the proper meal option .. when the options are so limited and varied in quality BA really should stock enough for everyone to have the good meal. Sadly they had run out by the time they got to me so I had the option of vegetarian sausage or a salad. I wanted a hot meal so went for the sausage and I can honestly say it was one of the most disgusting onboard meals I've ever had in any cabin class, rolling some mush (similar consistency to mashed potato) into a sausage shape does not make it a sausage! BA you need to improve the meal options, make the vegetarian meal something you specifically have to request in advance and offer all passengers a choice of two decent meals .. then people will not be left with such a substandard alternative when their first choice runs out! Whilst I hadn't planned on using it, the on board WiFi was not functioning so was not available to use. Overall though the flight was fairly comfortable and the cabin crew were very friendly and efficient. I used avios to pay for the flight so it was obviously good value for money for me!'

'Not Verified | All 4 of our flights were fine in terms of comfort, punctuality and service. I feel safe with BA and that is my main reason for booking with them even though I could travel with other airlines more directly. On our return flight ATL/LHR we skipped the evening meal preferring to sleep and were looking forward to a hearty breakfast prior to arrival at LHR. Sadly we were seriously disappointed. To serve a chicken sausage in a wrap for a business class breakfast is just unacceptable. Does BA actually pay experts to design these breakfasts? Low point on an otherwise good trip.'


'cNot Verified | I had hoped this would be a good review but unfortunately it won't be. I flew business class from LHR to PDX on the BA nonstop. It was a 787-8 series aircraft. The flight attendant specifically mentioned it was eight years old as he recalled flying it when it was brand new. The business class seats were abysmal. My seat was at the window facing backwards. With the divider down, which had to be in that position for boarding, taxi, takeoff and landing, I was literally just a few feet away from the person in the aisle seat who was facing forward, We both couldn't help but stare at one another. It couldn't be avoided. It was horrible. The service wasn't all that good either. The flight attendant did a pre-dinner drink. When she came back to ask for my choice for dinner, she said none of my selection were left. I was

a little upset as nothing else appealed to me. She then came back later, and said the other part of the aircraft had more of the meal selection I wanted. I'm not sure why they didn't coordinate that to begin with. I was NOT offered any wine or other drink with with dinner. The meal was put down in front of me and the flight attendant never came back other than to clear the tray. Overall, this flight was not very good. I flew over on American and back on BA and paid \$6000 round-trip. I'd fly American again. My preferred carrier is United or Lufthansa. I'll never fly BA again.',


✓ Trip Verified | I was going to fly to Frankfurt from Glasgow over London but the flight from London to Frankfurt was cancelled. This meant I had to stay overnight in London where I have no accommodation etc. As I was rebooked to a flight from London City airport which was more than 2h by train I had to get an uber and then take a hotel for £250 in total (London prices). I was reassured over the phone that I would get all the money back. My flight from London city airport was then cancelled again and rebooked to London Heathrow but two days later. I then cancelled that flight and rebooked a new one with Lufthansa as I urgently had to get to work and needed the money. I never received the money back for the hotel, compensation for cancelled flight 1, compensation for cancelled flight 2, the extra food I had to pay for, the uber, or the actual cost of the flight. I was first transferred 3€ by British Airways. They stopped replying to me and told me the issue was "weather conditions" although other non-BA flights were going. I lost over £700 in total and never got compensated for the loss of a work day either. It just really feels like they don't care about people. Worst service/airline ever.',


✓ Trip Verified | Much better experience this time around. Flew CPT to LHR on a new A350. Checkin was efficient. I used the Bidvest lounge at CPT as it is better than BA's lounge. Boarding was speedy. The new business class club suites are very good. Slightly irritating to be directed to the wrong seat (1A instead of 1K) which meant that after settling in the passenger in 1A showed up. We arranged a seat switch. Second time in a row it has happened. Why can't BA staff memorise which side of the plane is which and get it right? Captain's announcement was short and on point. Welcome drink was served at the correct temperature i.e. cold (first time ever for me - previously BA has always served the welcome champagne warm). IFE system was good - everything worked as it should. Felt slightly cheap that business class passengers have to pay for wifi. I did not bother. Cocktail was good. The nuts came on a cheap plastic tray which was naff ... other airlines bring out something classier. A female flight atten


dant came to take my order and I asked for Rooibas panacotta and the chicken breast. She repeated back to me "so you want a P and a C". It was such a bizarre thing to say that I misheard. I thought she said "so you want beef and sea"? Confusion reigned until she explained to me she had a checklist of passenger orders and they abbreviate to first letters so she was saying "P" for panacotta and "C" for chicken. But how bizarre to repeat back an order to a passenger in code. Why not just say, "so to confirm panacotta to start and chicken as your main dish", like every other restaurant / airline does in the world? The internal coding of food ordering is exactly that - internal. She even looked irritated at me that I did not understand her jargon first time. The food, when it came, was excellent. Much much better than recent flights. I read somewhere that BA changed caterer. If so, it shows. The panacotta was superb as was the chicken ... good restaurant quality. The wine was OK to good but definitely not good to excellent. I feel that while the food has got better in BA business class, the wines have got worse. Certainly compared to Air France which I have also flown recently. The wine was brought out on time (not after I finished eating as it was less time I flew BA business). Cheese was also good and not teeth crackingly cold as last time. I had a good night's sleep. Plenty of snacks out if you wanted them (and they did not run out). Breakfast was excellent and the coffee was hot (previously it has been lukewarm). So all in all a vastly improved service offering. The staff seemed rushed off their feet ... it would not hurt to have an extra flight attendant to look after so many business class seats. Overall summary: vastly improved passenger proposition. It would be 10/10 but I deduct a point for showing me to the wrong seat and another point for the bizarre interaction with the female flight attendant who repeated my food order back to me using internal jargon codes.',

 Trip Verified | Once again a terrible business class experience with BA. The flight was delayed by 4.5 hours, The plane was very old with problems with at least 4 of the seats in business class not cleaned properly prior to departure. Food was terrible as always with BA and only one choice available from advertised menu. As a result of the delay we missed our connecting flight from Heathrow and instead of putting us on the next connection they chose the second last flight of the day - which was also delayed by over an hour meaning we had an additional 4 hour delay whilst at Heathrow. At no point were we advised about our compensation rights (despite asking at check in and connections) or provided any vouchers during the delays. Having flown Etihad, Qatar and Virgin business class equivalents over the last year it is clear to see

e how big the gulf now is between BA and its rivals. ',

" Trip Verified | BA A380's are showing their age, hopefully they will update the interiors soon because it was a let down especially when the flight lasts 11 hours. Cabin crew were good and helpful. Dinner was ok but the breakfast was grim. On board entertainment was not the latest and seat back USB points didn't work. The only upside of BA is that it is only 1 of 2 airlines who fly this route directly and their pricing reflects this, if you're prepared to lay over then there are better airlines out there.",

' Trip Verified | Credit to BA - Flew to Singapore recently and also back from Doha to London and both experiences were great. Service was fantastic as was the quality of the food, entertainment and was left feeling BA have got it together after a few previous below average experiences. You definitely notice the difference with the staff on BA - Far more approachable and outgoing compared to the cold and corporate middle eastern airline crews. Nice one BA for 2 great flights.',

' Trip Verified | The check in area for premium classes at Gatwick is very nice, and there was no queue when I arrived so I was able to drop my bag very quickly. Premium security at Gatwick is fine. The flight was delayed due to NATS issues, but the member of staff on arriving at the lounge let me know of this. The lounge is nice and it's very comfortable. There was an excellent range of food and drinks. All the drinks you would expect. Food wise there were sandwiches, soup, pasta, salads, fruit, Spanish stew, as well as turkey and ham pies with mashed potato, roasted parsnips and carrots and gravy. It was all really good and particularly nice to see so many options. Boarding was pretty slow, although the gate crew did a good job to keep it well organised and allow priority passengers to board first. As has been well documented the onboard experience in terms of seat on BA Europe business is pretty poor, but in line with other European carriers sadly. That being said, the seat is well padded and comfortable and the adjustable headrest is quite good. The onboard catering was of excellent quality. I was lucky to get my preferred option of the roast turkey, but several people sat near me weren't as lucky. I do understand that meal options may run out but when the meal options are roast turkey with all the trimmings, vegetarian cottage pie or a chicken salad you really should be stocking enough for every passenger to get the proper meal. Or failing that, allow an order in advance service where you then only stock the meals that people want to eat. Whilst I fully support the desire to minimise waste, both food and cost, people really should really be able to get the ideal meal option. Unfortunately one of the


people affected reacted very badly to this and took it out on the cabin crew which is unacceptable.. they also lost a bit of perspective about just how serious a situation it actually was! The cabin crew were very nice, friendly and professional, if a little slow.. but not to the point of detracting from the positive experience I had. The ground service at Gran Canaria was pretty poor, priority bags clearly meant nothing. 95% of bags coming out were not priority, mine came out about halfway through bag delivery and demonstrates poor delivery of service and not fulfilling on the service they promise to their customers. Overall though it was a very nice flight, and having paid for it using avios and £1 I cannot complain at all.'


✓ Trip Verified | The flight took off a little late due to Heathrow congestion but still landed on schedule. Boarding was smooth and the onboard service was efficient. A small snack was served for free with a bottle of water; additional items were available for purchase. The cabin and toilets were very clean. Overall an unremarkable flight but in a good way!'


✓ Trip Verified | BA is great in the air! But... they sell you connections thru London Heathrow Terminal 5 (their private, BA-only terminal) which you are practically not able to make. 90 minutes stopover time, European flight inbound, transatlantic flight outbound, you arrive at the terminal gate ON TIME and... book, security! Endless line, slow process. Your boarding starts and you are nowhere near the X ray, and then.... it is a train ride withing the same terminal (but different, distant buildings). Almost impossible to make. Lots of stress.'


✓ Trip Verified | I had broken my leg 2 days before our return flight from Lisbon to London. I called to get some assistance from British Airways, hoping for wheelchair assistance, an easier seat to get to, or possibly an upgrade so that I could stretch out my broken leg, which was in a cast. This airline failed on all fronts. Quoted us a price of €6,000 each (I was traveling with my husband), which we could not do. Almost didn't let me on the plane, trying to interpret my medical report. They did not attempt to change our seats, which were near the back. The single concession they made was to allow me to board 1st, but did not offer a wheelchair, so I had to swing myself down the aisle to my seat using the arm rests of all 21 rows before my seat, as the aisles are not wide enough for crutches. Might I add, I am nearly 70. Had to exit same way. No wheelchair waiting for me at Heathrow, had to hop onto bus with crutches to change terminals and nearly took a tumble doing so. Took so long to get a wheelchair that they had to hold my connecting flight (on another airli

ne) for me and we were last to board. That flight had allowed us to upgrade to business class, for a reasonable price, and took great care of me.",


' Trip Verified | Check in at MIA straightforward. BA use American flagship lounge near gate D30 which is excellent. Flight delayed but only by 1 hour. Boarding chaotic. On board staff were fine. Seat was fine too but product ageing. Post take off service prompt. Slept for 6 hours. I noticed that in club world BA have ditched rose champagne which is a shame. Pre arrival breakfast was ok. Slow to deplane. Luggage of f ok.',


' Trip Verified | \xa0 \xa0Never I saw such a terrible customer experience. The plane landed already 30 minutes late: despite any operational delays, the boarding took over 1 hour because the crew did not know where to place the luggages. After this long 1 hour boarding process, the captain did not apologise. This is extremely frustrating when this occurs on a night flight, forcing passengers to lose train connections to home.',


" Trip Verified | Having not flown with BA for a few years, I read some of the reviews in preparation, needless to say I boarded this flight with low expectations. I was pleasantly surprised as the flight was ok. We left LHR a few minutes early and arrived at JNB ahead of schedule. Cabin crew, although not as good as some carriers were attentive and professional. Onboard catering was a disappointment as if you were unlucky to miss out on the chicken you were given a very sloppy pasta. On board entertainment has never been BA's strong point and sadly that hasn't changed. Unfortunately BA is not the prestigious carrier it once was but its not as bad (from my experience) as some reviews suggest.",

" Trip Verified | Dear Community I feel compelled to share the utter frustration and disappointment that defined my recent travel experience with British Airways. Buckle up, folks; this one's a rollercoaster. On July 16 and 17, 2023, I had the displeasure of flying with British Airways on BA709 and BA7, and let me tell you, it was a nightmare. The initial flight from Zurich (ZRH) to London (LHR) on BA709 faced a seemingly unavoidable one-hour delay upon arrival at LHR. This, of course, resulted in me missing my connection to Tokyo, triggering an automatic rescheduling of my flight to Tokyo (HND) via Beijing with Air China. Oh, but the fun didn't stop there – flight CA183 was also delayed, turning my 16-hour delay into a grand total of 23 hours, finally arriving in Tokyo at 23:00 instead of the promised 7:10. And the cherry on top? My four checked-in suitcases decided to take a detour and didn't join me in Tokyo, forcing me to waste an additional two hours filling out forms at the baggage center. I finally

got my lost luggage back on July 23, because why make it easy, right? But wait, there's more! My return flight from Tokyo to Zurich (BA8) on August 8 also danced to the delay tune, making me question if punctuality is just a myth for British Airways. The cumulative impact of these delays torpedoed my vacation plans, stealing a whole day of scheduled activities, including a guided Tokyo tour. As if that weren't enough, I had to dig deeper into my pockets for unforeseen expenses—extra airport transfers, tour operator assistance fees, emergency purchases, airport meals, and international calls for rearrangements. The lack of assistance at LHR airport was the icing on this bitter cake. Installing the BA app just to get basic information about alternative connection flights was a hassle, and the fact that no BA clerk could provide this info in person was downright infuriating. British Airways, you've left me with a sour taste in my mouth and a dent in my wallet. Here's hoping you take this feedback seriously and step up your game because right now, it's not a good look. Frustrated and fed up, Bert",


' Trip Verified | Quick bag drop at First Wing but too many passengers so had to use fast track security in main terminal. Direct entry to Concorde room outside security south. Ate excellent breakfast which was served promptly. Concorde room is a nice place to wait for a flight there is some interesting memorabilia and an excellent bar. Boarding from gates was disorganised and slow. On board cabin crew excellent. Good choice of beverages and these were of high quality. Food was good. Seat comfortable. No first bedding provided. On time arrival into Miami. Baggage took 1 hour to arrive',

' Trip Verified | 4 Hours before takeoff we received a Mail stating a cryptic message that there are disruptions to be expected as there is a limit on how many planes can leave at the same time. So did the capacity of the Heathrow Airport really hit British Airways by surprise, 4h before departure? Anyhow - we took the one hour delay so what - but then we have been forced to check in our Hand luggage. I travel only with hand luggage to avoid waiting for the ultra slow processing of the checked in luggage. Overall 2h later at home than planned, with really no reason, just due to incompetent people. Service level far worse than Ryanair and triple the price. Really never again. Thanks for nothing.',

' Trip Verified | I recently had a delay on British Airways from BRU to LHR that was due to staff shortages. They announced that there was a 2 hour holding delay but they would board us immediately in hopes of clearing the gate and leaving early. We had to wait the full 2 hours inside the airplane. The plane was old, dirty, had no power at the seats. The staff provided a small bag of pretzels and 250ml of water to

the passengers for 2 hour delay and 2 hour flight. There were no options to purchase food or drink. There were no entertainment options available. I am a OneWorld emerald elite member but they do not upgrade members based on status. First class lounges at Heathrow are overcrowded, understaffed and poorly equipped. The help desk is completely unhelpful when an error arises with delays and cancellations - even when having the top status. The Avios points system has been devalued to near worthlessness and requires fees to book reward that nearly equal the price of the revenue ticket. British has lost its way in recent years and has moved from a world-class airline to a budget airline with much worse service and timeliness than Ryanair or EasyJet.',

'Not Verified | Boarded on time, but it took ages to get to the runway due to congestion. Flight was smooth and quick. Snack and drinks were good for a short flight. Landed only about ten minutes late. One bag of three left in London, forms quickly filled in, and the bag was delivered the next morning.',

" Trip Verified | 5 days before the flight, we were advised by BA that it had been cancelled and asked us to rebook. There were flights 1 hour before and 1 hour after our original flight but they made us take one 3 hours earlier. Our original ticket (and the return flight a week later) included a checked bag. When we arrive at Heathrow to check in we are told our ticket doesn't include a bag and we will have to pay 75 pounds each to take them. We explained that the original ticket had the bags and when they checked the system they confirmed that it did- but not this one! They would make no effort to sort it out and just told us to pay up or they would remove us from the flight. So we had no choice but to pay up, thinking it should be pretty easy to get a refund. 15 months and 10 emails later we have still not seen a penny. Every time I ask where my refund is and state how long we have been waiting I get an inane email saying some departments take longer than others to respond! Absolutely hopeless airline to stuff up the booking in the first place and even worse customer service to not even attempt to solve the problem at check in even when they could see the mistake THEY had made in their system, compounded by being unable to investigate a very simple claim, and refund me 150 pounds in 15 months.",

'Not Verified | \r\nWe traveled to Lisbon for our dream vacation, a cruise to Portugal and Spain. Our friends did not EVER get their luggage. It was a two week cruise. Two weeks without a change of clothes or her CPAP machine. Contacting customer service was a nightmare. We never talked to a real person. Very little effort was put into getting them their b

ags. In one port we were on the ship and the bags were at the airport. The airlines did not deliver the bags nor did they tell our friends that they needed to go get them. The airline couldn't be bothered to take the bags from the airport to the ship. BA says it is their policy to get you your bags within 72 hours. That is a joke! It's been over two weeks and they still don't have them. They are back home in the US and last they heard the bags were in Lisbon! If you have a choice, do not fly British Airways. Customer Service is nonexistent!'

✓ Trip Verified | Booked a flight from Bucharest to Manchester with a 2h 45' layover at Heathrow. Flight was delayed from Bucharest because of ATC strike. Arrived at Heathrow 40 minutes later than scheduled and still had enough time to catch my connecting flight. Unfortunately we were stranded in the plane and waited a very long time to disembark the plane due to lack of staff or slot shortage (it's a common problem with BA at Heathrow). I missed my connecting flight because of their delays and they told me I had to wait all night in a freezing airport for the first flight the next day. There was just a shameful 10£ food voucher which is a joke considering the ridiculous prices at LHR. No accommodation offered and had to sleep in a very cold airport. I asked for compensation and they sent me a long text with the same lame excuses that they are sorry, but they will not compensate anything. I can't imagine a worst airline than BA regarding customer care. It is not about money here but rather than the way they treat customers. It is the last time in my lifetime that I will be flying this joke of an airline.'

✓ Trip Verified | Booked online months ago and the only hitch was replacement aircraft meaning chosen seats were different. I was informed of this prior to departure so could amend. Bag drop at MAN T3 wasn't smooth but I suspect that was MAN fault. Shuttle boarding was slow and delayed meaning a rush at LHR T5. The flight to CPT was full but we left more or less on time. The cabin was clean and PE was what we expected, sufficient leg and arm room plus a few little perks with drinks. Only complaint is the seats actually recline too far. Staff were very good during the first few hours of service, especially George. Food was quite tasty but one option wasn't loaded. Breakfast was also quite tasty and we landed on time. The fly in the ointment is both our cases arrived late on the carousel and only later did we notice both had been broken into, likely at CPT. All in all a pleasant surprise."

✓ Trip Verified | The flight was on time. The crew were polite. It was the same story on my outward flight. I find that BA in Europe is generally pretty good, though I regret t

hat they have substituted Prosecco for Champagne on the list of drinks you can buy in economy! So many complaints about B A and other airlines revolve around lost luggage that I never check in bags, even for long trips.',

'Not Verified | Angry, disappointed, and unsatisfied. My route was from London to Atlanta. My suitcase was not boarded, therefore not landed with me. For both comfort and safety reason, a bag always fly with its passenger and that did not happen. Claims and few phone calls were made by desk assistants who answered my questions unprofessionally and miserably. Certainly, I was left with nothing but my backpack which contained not more than few snacks. Neither clothes nor anything else was ever provided as an apology. Meanwhile, I was also told that my bag would have been delivered through the next 24 hours which also did not happen. British Airways is a great airline to fly with but its organization, when it comes to customer service, is poor and uncertain. Still waiting for my bag.',

✓ Trip Verified | As an infrequent flyer, British Airways was always my first choice. With some reassurance and comfort of service, quality, luggage allowance etc. In fact I've never flown with the budget airlines. My most recent flight has now changed my view and causes me to reflect on what am I actually getting for my money and is BA what they once were. While the flights were around an hour delayed both ways, the cabin and ground staff service were ok. It is the facilities (or lack of) that I am most disappointed by. The flight was Approx 4 and a half hours and the only thing offered was a half cup of water that was poured out and a bite sized banana slice of cake. In fact on my return journey I wasn't even offered the water! To top it off BA no longer have a media screen from which you can select something to pass the time away. There wasn't even the obligatory flight journey. The WiFi was poor. I couldn't even access the shop. However, for a fee so much more was available. This explains BAs record profit of £1.52bn. So, the question is, what am I paying for? I will now for sure opt for the budget airlines. They are transparent with what they offer and what you have to pay for, which I can decide to choose or not. As BA now stands for Basic Airways I'll go elsewhere and get basic for cheaper.',

'Not Verified | A totally unremarkable flight, on time, as comfortable as European configuration goes. No catering due to the storm - effect greatly exaggerated. This was advised by email, and a euro 15 was provided - not easy to use - but lounge made up for this loss.',

✓ Trip Verified | 1. Ground crew in Heathrow left 60 passengers luggage. We had 3 bags. 2. The Heathrow ground crew left 1 of ours behind after the 1st two were received the ne

xt day. 3. The Heathrow ground crew lost our 3rd bag 4 times and we were on the phone with them for over 3 hrs over the course of the week! 4. Due to this, we had to spend \$500 on health and beauty items for my wife on our cruise. 5. British Airways said they MIGHT reimburse after 3 months. 6. We had to spend \$100 in cab fare to Barcelona because the Barcelona ground crew (Iberia) claimed they had delivered it to us. 7. Heathrow ground crew made us 15 minutes late arriving back into Heathrow after our cruise. We actually landed 10 minutes early, but those incompetent people still were not ready for us. 8. The Heathrow ground crew caused us to leave 45 minutes late even though ALL passengers were boarded and ready 15 minutes before the departure time. This will probably mean we will miss our connection in Anchorage. BA clearly does not care or know how to operate a ground base...shameful. BA is a joke and should be embarrassed they can't operate like a normal airline. They do not grasp the concept that even a small hiccup can cause mass ripples of chaos to other people.",

✔ Trip Verified | London Heathrow to Gibraltar on 24th October 2023. I shall start by reference to the booking process. I used the BA website to reserve the seat and food the website to be easy to use and clear in every aspect. The flight was due to depart from terminal 3 but the passengers were bussed for a good 15 minutes to a different part of the airport where the aircraft was on a stand. When boarding the flight the cabin-crew kept a very low profile and this was maintained during the entire flight. The captain made 3 brief announcements during the flight. There was no in-flight entertainment. The seats were clean and comfortable enough for a short flight. The lack of catering was overt. Other than a tiny bottle of water and an inedible "breakfast bar" one had to use an online system to order even a drink and of course pay for it too. The passengers next to me could not use the online system as it does not seem to work and the cabin refused to sell them a coffee because of this fault. Moreover, the USB charge points did not work either. Given the early hour of the flight it is a poor show that there are not even for sale items available from a trolley service. The system BA have in place is not good enough. The flight arrived on-time. The disembarkation was inefficient though and poorly managed and the crew were not to be seen. The crew were wearing the new BA uniform and it seems to reflect a downward trend of the airline. To be candid, there was any difference between this BA service and that of so-called "budget" rivals. On this route BA have a monopoly and so I did not have an option to use the services of a different company.',

✔ Trip Verified | First time flying British Airways and I would not hesitate to fly economy with them again. Flight at

tendants were pleasant and efficient. Excellent special meal (low sodium). Comfortable space in economy. One of my better flights.',


'Not Verified | I flew London to Cairo and return in October 2023. It was basically a perfectly good pair of flights in Economy, with pleasant and professional cabin crew (especially on the return journey). Being only 1.73 m tall I have no problem with legroom in the back of the plane, the seat was OK if getting a little numbing after 5 hours, and the return of a rather good included snack box and drinks was welcome. However, it must be said that the value for money was poor: with a checked bag on the return leg only, this was a nearly £700 ticket. And although I am content to pass the time by reading or sleeping, it was surprising to find no in-flight entertainment on 5-hour flights. However, overall I would still recommend BA and would do so even more enthusiastically if it was more sensibly priced.',


"Not Verified | Absolutely the worst experience ever. Flew into Heathrow, no problem. Waited for 5 hours, three extra hours, for our connection to Porto then they cancelled the flight. Scrambled for a hotel and a new flight the next day. They routed us through Madrid the next morning. That flight was 1.5 hours late so we missed our connection to Porto. Because we missed the connection (their fault), they cancelled our return flights. After two hours on the phone with customer service from the Madrid airport, they booked us a new return flight, then they made us pay \$ 1300 to fly from Madrid to Porto. Then, for no reason they cancelled our return flight again! After hours, and hours and hours with customer service, we finally got a return flight five days after our original return flight. Meanwhile, they lost my wife's luggage. We finally got 15 DAYS after they lost it. Return flight? More problems with our reservations. At no point was British Airways helpful. They left the onus on us to fix their mistakes at every turn. They completely ruined a three week vacation and they don't care. They wouldn't even let us speak to a supervisor or manager. Awful, bordering on passenger abuse.",

"Not Verified | \xa0 \xa0Flew back from Malta after scattering our son's ashes at his favourite spots. When we boarded the aircraft for our return flight my wife became upset. A member of the cabin crew noticed this and immediately spoke to my wife and tried to reassure her. Her name is Tracey, an exceptional crew member. I noticed she spoke to other travellers in a courteous manner and was friendly. Each time she passed my wife she asked how she was and would she like anything. This kindness made a difficult time easier for us both. Aircraft seats were comfortable and service good for a 2hrs.

45mins. flight. Thank you B.A.",


'Not Verified | Cabin luggage had to go to cargo, even when I said I carried medicines. There was no time to get them out the hand luggage. The economy seats with Virgin Atlantic, KLM and even Ryanair have more space. Luckily it was a short flight.',


' Trip Verified | I have been using BA for a while now and on average I cannot say that I am pretty satisfied. BA somehow experience cancellations and delays most of the time. Second, the in-flight service is usually weak. Food portions are small and cabin crew is not very helpful especially when it comes to drink requests. The screens in the A380s should be renewed as they are full of scratches and same size as A321s. Especially in longer flights, the entertainment system becomes more important. There is also no welcome package except for pillow and small blanket. I would expect more from B.A. If you are flying from the US to anywhere except the UK, I would recommend considering other airlines. But if you are flying to/from UK directly, then BA could be one of your choices.',


" Trip Verified | I flew from Istanbul to London in Business class. For more than half of the flight a child was watching an iPad very loud with no phones plugged in - it was three rows in front of me and disrupted my flight as I could hear it above my headphones. Staff thought this was fine and refused to tell the mom to turn it down. Why is this acceptable on a flight especially in business class? Has this airline turned into a zoo? Are staff given no training in customer service? Why is a child allowed to disrupt other passengers? When I told the staff she just laughed at me. BA customer service is a disgrace. I've not even mentioned the food but it was bad, really bad.",

'Not Verified | I have flown on BA several times since the airline started non-stop service between Austin, TX and London Heathrow. Every year the service gets worse. I brought a tape measure with me to see how far apart the seats are in the economy section. 25½ inches. BA has removed bathrooms in order to squeeze a few more rows of seats onto the aircraft. Thankfully I'm not a big person and was able to squeeze into my seat without being too uncomfortable. When BA first started flying out of Austin, the food was great. Now, when I arrive at Heathrow, I get real food and take it on the plane with me. I don't know where or who makes BA's food, but it is not eatable. If BA did not have a direct flight from my hometown to London, I would fly with a different airline. When we checked into Heathrow, the line was extremely long and only one person was checking people in. It took nearly an hour to get to the counter. I understand airlines are making reco

rd profits and need to make up lost revenue from the pandemic, but I think BA has gone too far and has little concern for customer service in pursuit of profits.",

' Trip Verified | The flight departed over an hour late due to a late inbound plane. The plane was very full, and half of the economy class passengers were forced to check in their larger cabin baggage at the gate when boarding, making a complete mockery of the hand luggage allowance advertised. Lots of passengers on board were stressed out about missing onwards connections due to the delays (and some did miss them as their next gates had closed by the time we disembarked at Heathrow). Onboard service was ok but minimal - BA gave up being a full-service airline some time ago. More concerning is that trying to get hold of customer services to make changes to bookings and deal with problems was non-existent. The airline seems to make it deliberately hard for its customers to contact it.',

" Trip Verified | I hate British Airways! We get to London on Oct 3 and our next flight is cancelled. We stand in line with 1200 other people to get it fixed and they tell everyone to leave the airport and call them to fix. They book us the next day..via online. Don't offer vouchers for hotel, we will miss our tour. Now trying to get home from Istanbul. Plane is here but should have started loading an hour ago. No explanations. May miss next flight. Will never travel with them again. Was this same problem April 2022 flight.",


' Trip Verified | Our BA flight from Porto to London Heathrow T5 was operated by Finnair using a Finnair plane and crew. This had been advised by BA shortly after booking, with the option to change flights if we preferred. Although the business class cabin was of a similar layout to BA Club Europe, i.e. with the middle seat kept free, my wife and I felt the seats were more comfortable and the legroom slightly better. Service was good on board and the meal was very tasty (we chose the beef cheeks). All was good until we landed at Heathrow! Although we passed through passport control without delay, once we were at the designated baggage reclaim, we just waited and waited! After an hour and ten minutes I went to the BA baggage counter to ask what was going on. They seemed unaware of an issue, but said they would find out! Over the next hour or so various other passengers also requested information and despite various announcements and a list of different excuses it was almost 2½ hours before the bags finally arrived. Frustrating to say the least. I subsequently complained to BA, but after 4 weeks there has been no explanation just the automated message from customer services 'we are experiencing exceptionally high volumes'. This response says a lot!'


✓ Trip Verified | The customer services (call centres et c) are atrocious and sometimes callous. They just don't care. Long waits to speak to anybody, who then have no power to actually solve anything, and the calls just cut halfway with out resolution anyway. If the flights are cancelled (as were my original ones) you're really left on your own and nobody cares. The onboard services are so-so but for short haul it's now "semi-low cost" which is confusing as you never know what to expect. This time we were given a bottle of water and a (very) small snack, whilst anything else had to be paid for. And yet on some other flights apparently you have to pre-order any additional food. It's confusing, which makes it not dependable. Cabin baggage is in theory generous compared to competitors in economy but then they asked more than half the passengers on this flight to check in the cabin baggage at the gate due to lack of space in the overhead cabins, leading to long boarding delays. Their whole offering hasn't been thought through very well. The USB power supply did not work throughout the flight (contrary to the announcement that the power be available after the seatbelt sign was turned off) so it was pointless providing the sockets in the first place. Not my first choice airline on this route and am just trying to use up most of my Avios points before I totally abandon them. I fail to see how it is deemed a 4 star airline.

✓ Trip Verified | I am a frequent flyer with BA and have been for the last 15 years. Having noted the ratings given, frankly, I cannot understand how BA scores three stars for most aspects of its service. In a nutshell, BA has placed profit margins over passenger appreciation. This fact was hammered home on my return leg, which was not in Club Europe. Quite alarmingly, BA appears to place profit over passenger safety by extending its "Business Class" seating up to and beyond emergency exit rows and then failing to ensure those seated in exit rows have the physical capacity to actually open the door in case of an emergency. I was not at all reassured to see an elderly and slightly built woman seated with the responsibility of opening the overwing exit should the need have arisen. Short-haul business (Club Europe) is simply a joke and only useful for gaining valuable tier points for lounge/pre-boarding benefits. While cabin crew service is excellent, the lack of space and reduction in refreshment choices, etc. places them a million 'air' miles behind competing airlines, such as Qatar, Turkish or Emirates who understand the true definition of customer appreciation and hospitality. BA has consistently eroded the value of their Executive Club and seems to be of the impression that recent changes in obtaining avios points during the booking process benefit pa

ssengers - really? I want to support BA and did enjoy flying with them up to the point when they started penny pinching and became more deserving of the name "Budget Airways" The attached photos taking during my most recent itinerary highlight the difference in customer care/appreciation between British Airways and another airline used in this trip. Both flights were around 4 hours in duration, on the same day. Guess which one is shows BA\'s in-flight offering!'

"Not Verified | Flew with BA to Punta Cana. Took the trouble to reserve seats for both outbound and inbound flights. On boarding at Gatwick, realised we had been moved to much less good seats with other people sitting in the seats we had spent a lot of money reserving. Apparently there has been a change of aircraft and a number of passengers had been automatically reallocated seats for no particular reason. The crew said there was nothing they could do (although of course they could just have swapped us with the couple using our seats). We were told to claim a refund on return home. We did this via a complaint form. BA offered us £100 in vouchers. We didn't accept this as it was less than the cost of the seats and also naturally we wanted our money back. We eventually got it but not without a fight. Very second rate shoddy airline."

' Trip Verified | They downgraded me from business to premium economy. They took three months to get back to me and offered me 200 pounds or 400 AUD. The difference between business class and premium economy (which I never fly) is \$3000 AUD and the difference between economy and business is \$6500 AUD. They owe me at least 1500 pounds and to be very fair 3250 pounds. The downgrade was insulting and incredibly painful as I had a recent cancer operation and have a back injury which I have pointed out to them - I need to lie down. The wait for them to get around to me has been numbing. The insult of their offer has been the slap in the face to continue my degradation. The people I have dealt with at the airport have been down to earth, honest hard working people. The actual staff on the plane were warm and friendly - and helpful. The systems under which BA operates are some sort of medieval torture.'

' Trip Verified | The already delayed aircraft landed and apart from the small BA logo on the rear of the fuselage, there was no indication as to whom the carrier really was. Boarding turned into a farce with passenger groups being told to wait in one queue in order to board, only to be informed we were on the wrong place and our boarding wasn't allowed yet. The interior cabin was reminiscent of a BA cabin from twenty years earlier except the tight legroom and uncomfortable seating which made a budget airline feel luxurious. The c

rew were not BA but from an unknown charter company. Service was slow, and as usual, choices of food to purchase ran out before they\'d reached row 24. I requested a cup of tea which never appeared. Thank goodness for my airport purchased water and the tiny offering of pretzels. The over officious senior flight attendant, who\'d been facilitating in \'Club Europe\' appeared in economy and immediately slammed down the armrests (whilst still in mid flight) making an already uncomfortable journey feel worse. "Cattle class" was definitely that! To say I was happy to land and disembark was an understatement. Never again BA, never again!'

✔ Trip Verified | Caught up in the Gatwick cancellation fiasco; at some point between what was smooth check in (unable to do online as part of group travel) and security, the flight was cancelled; (we were denied entry to security and departures as a result). It was at this point that we discovered BA Gatwick are not BA, but a masquerade, who are unable to help and provide very little assistance unless the 'real BA' provide information, and even though our baggage was now airside, didn't have a clue as to how we could get it back. It is, however, with thanks to a supervisor from Business Class check in, who came to our assistance and help with our predicament- baggage retrieval, information on what to claim and how, and our revised BA flight from LHR the following evening. (Difficult to give a rating for cabin service as we didn't even board the aircraft)",

✔ Trip Verified | BA has a real problem with boarding it's flights. Those who get on first fill the luggage bins with 2 bags, one of which is supposed to be small and under seat only. Cabin staff don't bother implementing their own rules. Subsequent passengers mill up and down the aisle, bumping into each other, searching for space. Boarding this flight took an hour as a result of this nonsense. The incoming flight was late already so our 90 minute flight was 90 minutes late.",

✔ Trip Verified | Our connecting flight from London to Glasgow was canceled and we were forced to wait 12 hours in the airport for a new flight. When we received our luggage at Glasgow we discovered that our luggage was soaking wet. My wife's luggage contents were wet and had to be air dried.',

✔ Trip Verified | The worst airline I have ever flown with. Allocated the very back row next to the toilets and galley. No chance of getting any sleep, question asked of possible seat movement ignored and getting bumped the entire time by cabin crew walking or pushing kart up and down aisle without one apology. Would have been better sitting in the luggage compartment.',


✔ Trip Verified | Excellent service levels, proactive c

rew and superb food and beverages. I found all aspects of the service to be superior to BA business class, even the new BA Club Suites. First Class felt exclusive, the dedicated crew were clearly used to working the premium cabin, enjoying their work, were proactive, friendly, very respectful and the food and beverage offering a considerable step up from business class. The seat, with sliding double doors was spacious, well designed and very comfortable. British Airways offered a solid First Class service, from Concorde Lounge to boarding (which was actually by group number for a change) to the very warm and genuine welcome on boarding. A consistent, solid, comfortable service from start to finish and if the price was right, I would not hesitate to book First Class with British Airways again.'

"Not Verified | Booked a very special holiday for me and my partner, September arrived and we were on our way to lovely South of France, Booked Business Class for us both to start the holiday right. As we were checking I was told the flight was over booked and our seats wouldn't print onto the ticket for some reason. We had already made sure the seats were booked when we had booked the flights nearly a year prior to going. Unfortunately when we arrived at the gate we were then told we would no longer be sat together and one of us would in fact have to go into economy. My girlfriend is an extremely nervous flyer and so had to take extra tablets to remain calm, She didn't have any food which we had pre booked also and she was sat right down the bottom end of the flight. We were held at the gate with another 4 or 5 couples all in the same predicament all due to the lovely money grabbing British Airways over booking the flight. They ended up refusing passengers in the end and even had people sat on the fold down chairs in the toilet area. When we eventually arrived in France late, we was waiting for our luggage to come. Our air tags stated that both our cases was in fact still in Heathrow. We then had to wait 4 days for them to eventually come in to France by this point our holiday was ruined. British Airways was absolutely shocking, we couldn't speak to anyone as all the phone numbers were no longer in use. We felt stranded in a foreign country with no clothes and no one to help us with what to do next. Every day we watched them case not moved as we were tracking with air tags. it was so frustrating not being able to plan our days in hope we would get the call to then drive all the way back to the airport 2 hours each way to collect our cases. we ended up going out and buying new clothes toiletries and all the stuff to make the best of our ruined holiday, saving all the receipts thinking we would be able to claim it all back. how wrong I was. British airways take zero responsibility and fob me off with going t

through my insurance. British Airways only pay for basic essentials, Pants and toothpaste. I filed a complaint when I got back and requested my money back for business class and they haven't even had the decency to even respond. They are an absolute joke of a company and I wish they would remove British out of their name because there is nothing British about them. Do not give them your money, they can't even look after their staff let alone customers. Oh and don't bother trying to cancel your flight either as they just take all of your money off you and give you nothing back.",

'Not Verified | Just returned from Chicago, flew out 10 days ago on American Airlines absolutely superb in every way, had high expectations on return flight with BA.\u2028What a disappointment.\u2028The Airbus A380 may be nice from a pilot's perspective but as a passenger it was awful.\u2028Very uncomfortable seats, the inflight entertainment and flight tracker failed to work throughout the flight, the inflight meal was inedible and the service was mediocre at best. Our short flight from Heathrow to Manchester was much improved, very welcoming and attentive in flight staff and the flight even arrived early. In future we will travel with one of the American carriers. ',

' Trip Verified | BA standards continue to decline every time I fly with them. This time, a 45 min late departure, which seems the norm for BA, and no information from the rude and clueless boarding gate staff. The Club lounge was overcrowded, dirty and grubby and cleaning staff could not cope. How many more cutbacks is BA going to apply before they become truly low cost. As a 35 year veteran user of BA, while people complained of Alex Cruz cutting costs, the past 3 years has seen them decline very quickly under their latest CEO. One reads the occasional article about BA improving things, but I have yet to see anything substantive. There seem to be few British staff left amongst the cabin crew, so maybe time for a name change and give the flag carrier status to a proper low-cost - and sadly the staff service has declined year on year. Onboard, the catering remains poor and surprised that Do&Co can produce such rubbish meals when I have sampled their Turkish Airlines equivalent in August that was superb - guessing BA are too tight with their budget. Onboard WiFi service is a joke and should be avoided.',

"Not Verified | Awful. Business class check in queue just as long as for economy, probably because half of the desks were not staffed and Terminal 5 is chaotic. Business lounge overfull, couldn't get seats. Delayed flight, unmanaged chaos at the gate. No drink on boarding, first drink served an hour after take-off. The meal was poor, used to get better in economy on other airlines. British Airways has won the race to


o the bottom of the cheapskate stakes. Not looking forward to the flight home.",


✔ Trip Verified | Not a reliable airline. You cannot trust the timing at all. I had a 6.45am flight, boarding was on time, but then we are sitting in the plane for already (1.5 hours) and the expected departure is still not clear. They have discovered the engine is not working! I am risking to be late for a business meeting in Geneva. How come they bring a not working plane to the gate. The funny thing is that I had another business trip in spring 2023, also with BA to Amsterdam. When I arrived to the Airport that time - I was told I don't have a seat. I was put on the next flight in several hours, which should have got me to the business meeting late, but still not too much. A lot of stress. In the end, on the second plane we were sitting in the cabin for 1.5 hours and I have missed the meeting. I thought it was a dramatic unlucky case that time, but today I see it's routine for BA not to fly on time.",


✔ Trip Verified | I take comfort in reading the last ten or so reviews to see I'm not the only traveller to put in words, how absolutely abysmal British Airways are! The only reason we are stuck using this awful airline is to use up points. We booked Club Europe months ago. London to Athens, sat in row 3 and told they had run out of food options, only choice was lentil pie or green curry. Returning Athens to London Club Europe. Couldn't check in online as promised so arrived at the airport 3hrs early. To be told they had overbooked the flight and basically we were being 'bumped' to economy. This airline fails to deliver time and time again. It is a national disgrace and I implore everyone to choose an alternative. ",


✔ Trip Verified | The worst journey in my life. The connection time at LHR was only 1 hour, but the flight from MXP was on delay. I had to rush to change terminal by train and arrived risking a heart attack. After that the plane just stayed there for another 40 minutes. Despite that, upon arrival at SJC my baggage was lost. I filled the form and gave to the employee. I was not given any receipt, so I did not have any reference number. BA phone number at SJC simply never answered. I called twice the toll free number and realized they did not record the delivery address. I had to enter myself online, dealing with a shitty website. They delivered the baggage three days later. I claimed for compensation online, as I had to buy clothes and other stuff and I did never get a receipt. I was expecting an upgrade for the flight back to MXP, but nothing happened, neither they allowed me to enter BA lounge at SJC. Bad customer service. The only positive side was price, but obviously this cannot justify this treatment

and if I knew , I would never flown by BA. Never again!','

' Trip Verified | The airplanes and the lounges are worn out, old and broken. From Dallas to Heathrow, multiple first class seating and electronics were non functional and poorly designed. The first class seating from Heathrow to Dubrovnik was nothing more than a tray blocking the middle seat of a standard coach ticket. Very disappointed.',

' Trip Verified | One of the worst experiences on the worst airline. The flight was delayed due to earlier technical issues. The time slipped from 17:00 to 20:00 to 22:00 and finally cancelled. There was zero information given. Despite paying well over the odds for business class, we were booted out of the BA lounge two hours before the flight. When it was finally cancelled, the BA staff. Without explanation, told everyone to go to a gate. After another hour or so they made us re enter the UK via passport control, a further 40 minute wait. By now the airport was closing and there was no sign of our bags or any help from BA. A passing Gatwick engineer finally helped us locate the bags. BA completely washed their hands of us and in contravention of CAA rules refused to find us accommodation. Many slept in a bus stop overnight. There were people with young children who couldn't find somewhere to stay and yet BA had closed down and left. The following day the replacement flight was also late and due to an admin mistake had no catering or liquids for a 2 1/2 hr flight. Overall the service was shockingly bad, the worst I have experienced from any airline. I will not ever use them again.',

' Trip Verified | Cancelled our flight last-minute then moved us onto a flight 2 days later operated by Japan Airlines. We had paid a lot extra for extra legroom seats as I am very tall and they assigned me a middle seat deep in the middle of the plane. Because it was operated by a different airline but booked by BA, neither BA nor the other airline could change my seat over the phone despite seats being available. After 4 hours of waiting in queues and sitting on hold their solution was for me to arrive early at the airport. I did but the seats had already been given away for free by people who had booked directly with that airline and could check in online. I got a £10 meal voucher as compensation for this enormous downgrade on a 14 hour flight. Never again will I fly BA. I would rather fly indirect with better airlines than use this disgrace of an airline again.',

" Trip Verified | I had a flight from Miami, Florida to Dublin, Ireland, via London's Heathrow airport. The outbound flight from Miami was delayed and we were further delayed when our gate was occupied when we arrived in Heathrow. The total delay was roughly an hour, but it was enough to make our connection a challenge, where we had 73 minutes between orig

inal arrival time until the departure time to Dublin. When we headed to our connection flight, we were stopped by security personnel at a checkpoint and told us that the gate to our connection flight had already closed. This was twenty minutes prior to departure time. They ushered us to customer service to be rebooked. Given the busy weekend of travel, we were rebooked on a flight at a different airport and were told that our cost to get there would be reimbursed. We then waited 3 hours for our luggage, and then took a cab to London's City Airport. The cab fare was roughly \$500. When I filed a claim with British Airways, they refused the claim and told me that we had plenty of time to make our connecting flight and therefore they denied my claim to be reimbursed for the cab fare. This is after I explained that it was British Airways employees who ushered us to rebook the flight despite the 20 minute timeframe to make the connecting flight. The person who rebooked us, told us it was policy that they close the gate 20 minutes prior to departure. I will never fly this awful airline again. Given the other feedback on this site, it appears that that is the overwhelming sentiment.",

✔ Trip Verified | We started our day with BA in Prague. The flight actually left on time! I came to find out that's very unusual. We purchased business class seats. As you can see from the picture they hardly were business class. All they did was block off the middle seat in the first few rows and called it business class. Horrible flight. In addition I had a really rude check in clerk basically yell at me when I excused myself and asked if she could give a little bit of priority to the many business class passengers who were n't being served. Then we got to Heathrow and the real fun began. We had a 4 hour delay. They gave us about 5 different excuses for the delay. I had a few employees walk away while I was asking them questions. They were very rude. At one point there were no employees left. And from the announcements it seems virtually every BA flight was delayed. And there were no weather issues. There was no place to comfortably store items in business class. I've never experienced that before. Not even a cup holder for my bottle of water. The seat controls didn't work well. You had to keep pushing the buttons to get them to do anything. The power outlet didn't work. There was no internet the entire flight. The overhead luggage bin was too heavy. I almost got a hernia having to close it. This is a horrible airline. I'll never fly with them again. If I could give zero stars I would.',

✔ Trip Verified | I fly British Airways weekly not because I want to but because they own the route there's no other option therefore they frankly don't have to care about the customer. The flights are always delayed and it's always some


one else's fault be it weather delays to incoming aircraft or flight traffic control issues I've heard it all and for the life of me cannot understand why they are allowed to operate. I've been around the world and traveled with all of the world's airlines but British Airways are really the worst of the worst. It's such a shame to have watched what used to be a good company fall down a cliff. My advice is if you have an option to fly with anyone else then exercise the option but if you're flying with different connections and you have a tight schedule do not expect BA to get you to your destination in time.',

"Not Verified | Everything was ok until our connecting flight in London, just before take off, we were on the runway, the pilot came on to announce an engine problem. After engineers tried to fix it while we waited on the plane for over an hour we were finally told that we would have to be evacuated and rebooked for another flight but not to worry because a special crew was waiting for us on the ground to help us and set us up in a hotel except that there was no one to help us. In fact everyone refused to help us. It was Saturday almost 8pm and they just wanted to go home. Anyone with a connecting flight couldn't rebook on the application because the app wouldn't disassociate our first flight with the connecting one in London and the staff saw this but still refused to help us. They gave us a phone number but there was only a message that said just to use the app. Finally I got someone on the phone who rebooked us for the next day. Now it's 10:30 pm and I have to find a hotel room because the airline refused also to help us with that. So i had 2 choices either sleep in the airport or pay over 700GBP for a room. I don't have the money to pay for this but after a 10 hour flight, 8 hours of jet lag and the insane stress after the fact that no one from British Airways would help us I took the room. Of course I claimed reimbursement but that was over 3 weeks ago and I haven't heard anything since so I have no idea when or how much I'll be reimbursed, even though I'm not claiming any emotional compensation from the horrible situation they put me through due to their total indifference. It's financially difficult for me right now because the money I had to put out is equal to half my salary and of course it's impossible to reach them by phone. I feel still as i did on August 26 2023 completely trapped by them and their indifference with no solution or information",

'Not Verified | My initial flight was cancelled 8 hours prior the flight. Then I was automatically rescheduled for next day. Next day, the flight was delayed leaving Hamburg and missed my connecting flight to Las Vegas. Me and several other passengers spent the night in London. British Airways pro

vided us with vouchers but the transfer bus dropped us at the wrong hotel (closest to our hotel) and told us that we can walk there if we want to. As a result, I lost two nights hotel reservations that I made in Las Vegas. I opened a claim and provided all receipts to British Airways to get refund of my hotel reservations, but over 5 weeks now, not a single feedback from British Airways. I will avoid all flights with them in future, and will share this story.',

'Not Verified | We will never fly British Airways again. Our flight on July 15 2023 from LHR to LAX was cancelled 20 hours before departure without any explanation. Since 8 weeks we are now waiting for the refund and BA does not pay us the cost caused by the cancellation. Very disappointing.',

' Trip Verified | Check in and security clearance very quick at LHR T5. My wife and I used the Galleries North lounge and at 6-00am it was easy to get a seat. Good buffet breakfast options. Flight boarded on time and flight departed on time. I was seated in 4 A, the Club Europe seats on the A320 seem to be getting smaller and legroom (I am 6ft) was very tight. Cabin Crew service was fine. I chose the full English breakfast, it was ok, but there was a lot of water in the bottom of the bowl. Flight landed on time. Overall an OK flight but Club Europe doesn't feel very premium these days.',

'Not Verified | British Airways has confirmed itself as the worst airline in the UK. Last minute cancellation, no explanation, refusal to book with another airline "because we don't have an arrangement with them". What's happened to what used to be our national airline?',

' Trip Verified | Worst BA experience. I was supposed to fly out to Italy on 7 September 2023. I arrived at OR Tambo International airport ready to check my bags in (I already checked-in online the previous evening so I had my boarding pass ready). At the counter I was told that I had been off-loaded from the flight as my connecting flight has been cancelled. No information was sent regarding this beforehand. The team at the check-in counter tried to get me on another flight that evening, but there were no flights available. They did manage to get me another flight the following evening with Lufthansa to Italy via Frankfurt. However, I did miss the first part of my trip having arrived a day and a half later than I was supposed to. Upon moving the flights I did ask the BA staff whether my flights back are still valid and that everything is in order, which they assured me is correct. I have to fly back to South Africa on 18 September and upon checking my booking information I noticed on my BA account that my first flight (Milan to London) is just missing from my booking. My connecting from London to Johannesburg is still there. After spending the entire morning on the customer hel

pline two different operators picked up and in both instances, the moment I proceed to give my booking reference number, my call gets dropped. Currently it seems like I will be arriving at the airport again on Monday without a flight.',


✔ Trip Verified | My daughter and I were denied boarding on our business class flight from Madrid to Heathrow in March 25, 2023, the first leg on our return flight to Victoria, Canada. No reason was given for the denied boarding by the check in staff at the British Airways counter in Madrid, who said they were only agents and told us to call British Airways. We were three hours early for the flight and had valid passports. After many tries we finally reached British Airways by phone, but we were told to call Expedia which had booked the flights. Expedia confirmed that we had been bumped from the flight, with no explanation as to why. Expedia then began a long process of finding alternative flights. Over the next 24 hours we had numerous calls with both Expedia and British Airways. Incredibly, the next available flights were 9 days later on April 3. This was almost unbelievable, but after many many tries it was the best we could do. Even though these were Business Class tickets. Part of the problem was that apparently rules did not allow any changes to routing for any segment of the flight. This nine day delay was a major problem for us. I had to miss work and my daughter was missing school. Further, we received no compensation from British Airways, no penalty fee, and not any reimbursement of our expenses for staying the nine extra days. After our return I began the British Airways online complaint process, and submitted all supporting documents. I received an email reply and a case reference number. And then nothing. I sent numerous follow up emails, and received no replies. It is now months later, and still I have not heard from British Airways. This is shocking, and definitely the worst airline service I have received for my thousands of flights over many decades. I am a very patient person and this is the first time I have commented on this type of forum. I think the public should be made aware of extremely poor customer service at British Airways.',


✔ Trip Verified | Despite boarding being the usual free for all at LHR with groups 1-3 being called to board all at once. Whilst those passengers who had agreed to check in a bag in at the gate, getting to board before anyone else! However, the service on board was impeccable. Superb crew, friendly, attentive, interacting with passengers and generally appearing to be enjoying their job. Like BA in the old days and at its best. Food choice and quality seems to have improved too (no beef cheeks thankfully) and even the Club kitchen appears to have returned. Old style Club seating, but is at le

ast better, and feels less cramped, on the 787's.",


'Not Verified | Flight cancelled, no crew! 9th September 2023, not peak holiday period so why such bad management by BA? Sent to the gate left standing of over an hour and then flight cancelled. As were other on that day. Why does BA continue to provide such poor service - a national disgrace.'


'Not Verified | The worst service ever, my baggage did not arrive on time. Both my flights were delayed. I will never fly them again. Even the food was bad and your service.'


' Trip Verified | 4/4 flights we booked this holiday were delayed about 1-2 hours. No wifi available on 2 of 4 flights. Food and drinks very basic and expensive. Cannot recommend'


' Trip Verified | British Airways has a total lack of respect for its customers. I was booked to fly from Frankfurt Main to London City Airport, and just a couple of hours before the scheduled departure the flight was suddenly cancelled by BA without explanation, when I was already at the airport. The worst thing was the utter callousness that staff showed towards customers. The ground staff's attitude was that they are merely third party agents, not BA employees, and therefore they quickly washed their hands of us all, telling us we had to contact BA directly via phone if we wanted help. They couldn't even provide us a phone number, telling us to look it up on ba.com ! So BA abandoned its passengers. They did tell us that the BA departure to Heathrow had also been cancelled, meaning there would be no further BA flight from Frankfurt to London that day (although other airlines were still operating the route- but BA refused to rebook us on them). The reason given for both cancellations was "technical reasons". No assistance or information was provided on our rights due to cancellation, nor any information on help regarding food/ accommodation help etc. Their attitude was literally that the cancellation had nothing to do with them and it was our problem, not theirs. I received an email an hour later notifying me that I had been automatically rebooked on an alternative flight 24 hours later, which wasn't acceptable as I had to get back to London that night. I rang BA's call centre and again, they showed a high degree of callousness. 95% of the half-hour call was spent with me waiting on hold, with the phone just cutting off after half an hour, and no meaningful information given to me by that point. There was no attempt by the call operator to call me back when the line cut (and I had a solid phone signal and wifi as I was still standing in Terminal 2 of Frankfurt Main airport), even though my phone number is listed in my booking contact details. They just don't care. In the end I had to arrange my own return to London by taking a coach to Hanh airport which was 11

2km away , waiting there for 5 hours and then booking an expensive last minute ticket with Ryanair to Stansted. At least that flight operated on time and got me back to London! BA is worse than a low cost carrier now.',


' Trip Verified | London Heathrow to Keflavik, Iceland in Business Class on an A321. British Airways provides an unusual Business Class experience for intra-Europe flights. The seating is similar to most airlines - middle seat vacant and little extra space - but on British Airways the Business Class cabin extends to almost half the aircraft. This makes it less than a premium experience at every step, from boarding to onboard. The WiFi worked for only half the flight and there are no refunds. But when it worked it was surprisingly fast. Service on this flight was very good and we got to Keflavik on time.',


" Trip Verified | Mumbai to London Heathrow in Business Class on an ageing B777-200. This aircraft featured the older Club World flatbed seats. They are comfortable, there is enough storage space around the cubicle, and the monitor screen is among the larger ones I've seen on airplanes. BA's new Club Suites are said to be far superior, competing with the best B-class rivals. The entire Business Class cabin had just 2 washrooms but it wasn't an issue on this flight since the premier section wasn't at full capacity. There was Wi-Fi on board, fast enough to even send videos via messaging apps. Service onboard was competent but the staff lacked warmth. The food was alright and no more. The biggest plus of this flight is that it gets out of Bombay at 1:10 pm in the afternoon instead of the ungodly early morning hours most international flights take off from India. The airport experience is far more pleasant at this time. In summary: British Airways provides a good, but not spectacular, Business Class product."

' Trip Verified | Care and support shocking. Written by a previously loyal BA traveller. Lies and misleading unprofessional service. Told that my flight was cancelled. Booked on to next available flight in downgraded cabin from business to premium economy. Called to ask why. Told technical fault with my original flight. My suspicion was another reason. At airport, check in staff said that not enough crew to staff original flight earlier in day. Why take my money and allow me to book a flight which would have allowed me to get to work as a doctor in the first place! How can you trust such an organisation to look after you as a flying customer.',


' Trip Verified | Flying A380 business class should be a pleasure but BA has made it a disaster with the worst seating and configuration imaginable. How could any sane person could jam so many seats into a limited space and expect passen


gers to be happy. Seats are narrower than economy on some airlines and you must face another person until a plastic screen is raised. The Tv screens are the size of a medium sized tablet and the controls are behind your head in a sitting position. There is no where to put anything except one small pull out draw at ground level that can not be reached when seated nor accessed when sleeping . The window seats and middle seats are accessed by having to jump over a passenger on an aisle seat and the seats are so low that they are hard for elderly to get out of. The whole business class set up is a sick joke. Eating is difficult because the seat is not close enough to the table and the tables are so flimsy that drinks can fall off. Are there any redeeming features - the answer is no. If you like a little comfort avoid BA like the plague.'

 Trip Verified | British Airways absolutely does not care. My reserved seat was change from an aisle to center seat for this overnight, full flight and it was quite awful. After enquiring at LAX check in, the agent said sorry, nothing we can do. Onboard the flight the attendants seemed to try and finish the meal service at a racing speed, with meals trays passed out with no proper questions about choice. Then back and clearing trays and they disappeared to rest in the kitchen for hours after that. No water runs, if you need anything do not bother with the call bell, as they simply ignore it. I used to like travelling British Airways 10-15 years ago, but the bean counters have been in and lowered it close to a lowcost carrier. I guess staff are badly paid from their terrible attitude and service. My last trip to London was with Delta, they are so much better than this very poor excuse of an airline that British Air has now become.'

 Trip Verified | My recent experience with British Airways was not just horrendous, it was an utter abdication of responsibility on their part. I arrived at JFK ready for my flight to Malaga, only to find it had been cancelled with zero notice. After a draining 2-hour altercation, I was finally placed on a different flight. The nightmare continued when I landed in Malaga sans luggage, containing essentials for my son's wedding. Thirty agonizing hours later, the bags showed up—but my brand-new iPad and a special watch for my nephew were missing. The items weren't merely valuable; they had emotional significance, which made the loss even more gut-wrenching. You'd think a reputable airline would make amends for such errors. Despite the clear mishandling of my baggage by their team, they refused to offer any reimbursement or even a modest amount of airline credit. Their customer service was not only ineffective but also astonishingly callous. Their response was, in essence, "It's your fault for trusti

ng us with your belongings." This isn't just poor customer service; it's a complete disregard for basic human decency and responsibility. British Airways had numerous opportunities to right their wrongs and chose not to. If you have any respect for your time, belongings, and emotional well-being, avoid British Airways at all costs. They not only fail to deliver on promises but also refuse to make amends when they err, leaving customers to bear the brunt of their incompetence.'


 Trip Verified | This is to express our displeasure and concerns regarding our flight to Italy. Our trip was effectively ruined by the failure of our luggage to arrive with us, coupled with the length of time it took for it to eventually reach us (9 and 12 days)! Our departure dates: June 19, 2023 - Flight BA 294, Chicago to London. June 20 rebooked by BA on BA 546, London to Rome. All flights were late. On arrival in Rome, my wife was forced to walk to the check-in desk because our reservation for wheelchair assist from the plane was never transferred by BA. She was told by the cabin crew that there was no reservation for her transport. Also, our checked baggage (2) failed to make the BA rebooked flight from London to Rome. BA took 9 days to deliver my bag and 12 days to deliver my wife's. I called BA Baggage Claim Services daily. I was frequently cut off after waiting on hold for over an hour. We had Apple Air tags in both bags, and sent pictures showing their exact location to BA Baggage Claim several times. After 5 days, BA stated that they found my wife's bag, but needed to verify ownership! Both bags as described had bright pink 4" easily visible tags and bright pink bows. Taking 9 and 12 days to deliver them is inexcusable. Our return date: July 3 - BA 553, Rome to London. BA 297, London to Chicago. All flights were late. We arrived in Chicago more than 3 hours late, missing our ground transportation to our home in Michigan (3 hours away). We had to find a hotel and stay overnight near Chicago. On July 12 we filed our expenses for replacement of lost clothing and toiletries, also for food purchased at Heathrow due to the flight delay and overnight hotel charges in Chicago. After 2 weeks, I went online asking for some follow-up on both cases, but have had no response at all from BA. We are retirees on fixed income, and cannot fund BA's errors. I can honestly say that the times I was able to reach a human being, they were all courteous and attempted to help, but appeared at a loss. ",


 Trip Verified | I flew London to Malaga on 27 August in Club Europe. We stood around at Gate B45 in Terminal 5 for over an hour, with staff giving very different reasons for the delay, late inbound aircraft etc - but the plane we boarded had been sitting there for more than an hour! After board


ing, the captain stated that because they had changed planes there would be no meals served. This is Club Europe, and we received one small packet of crisps throughout the flight. No effort to apologise. We smelt the hot meal for pilots being heated and then saw it being served to them on a Club Europe meal tray. Cabin crew also had warmed pastries (and were very quick to use air freshener in the front galley!) while customers received zilch. BA sent an email the following morning to say sorry - nothing else. What a complete and utter rip off by an airline that is already cutting back on so many things. I paid a full Business class fare, did not receive any part of the onboard meal service and they expect an email to be sufficient. Avoid BA if you have any other option nowadays, they are the worst in Europe.',

✔ Trip Verified | I arrived at the airport about 2.5 hours before takeoff to have more than about time to get checked in, go through security, etc. All that went without any issues. Being that I was relatively early at the gate, I was one of the first passengers there. After some time boarding had opened. First the business class got called up, then families with children and disabled people. A couple minutes into the boarding they started to call up people, one by one, by name. Then there was an announcement: they won't let anyone in anymore. Me and about fifty other people were still standing at the gate not being let in. The reason, they said, was that the plane was short staffed (Later I discovered, speaking to a manager, that not only the flight was short staffed but also it was overbooked). After the announcement people were getting angry because they wouldn't be let in anymore. Nothing changed and everyone was sent away. I had a connecting flight later that day that I was going to miss because I was not let on the plane. First I tried to get my luggage back which I didn't receive immediately but got a hold of later on thanks to the airport personnel. Then, just like everyone who was going to fly with the same plane, I wanted to talk to someone from British Airways. Since they don't have a service center at Frankfurt Airport everyone went to the check-in counters where we received food vouchers but not a single person was either able to rebook my or anyone's flight nor get anyone refunded. All the staff said was that we were going to receive an email in a couple hours with options to rebook the flight or get a refund. I waited four hours for the email at the airport that did not come until today. Trying to call the airline did not help either because they did not answer the phone or hung up in the middle of the conversation. After the four hours of waiting for the email me and some other people from the same flight went back to the check-in counter to get a confirmation from them that I will receive


ive a refund. Being that there was a new shift the personell did not know what had happened. When they scanned my passport an looked at the flight they found out that the system was dying that it was my fault I could not attend the flight. It looked like I had missed it. For everyone standing there with me it was exactly the same. But the people at the counter said they could not do anything about it. Later on we were able to speak to the manager after many phone calls he said they were going to take care of it. We are supposed to get an email at some point in the future. I was not able to get a written confirmation that I will get refunded even after several times asking for it. I already flew a lot of times in my life but never ever has such a thing a happened to me. Not only that me and so many other people were not let into the plane but also the customer service being so horrible that they were not able to rebook or confirm a refund in any way. In the end the only option for me to get to my destination would have been to book a last minute flight for a lot of money which I would not know if I ever got it backed.',

' Trip Verified | Filthy plane, cabin staff ok, appalling customer service staff who couldn't care less when dealing with a complaint. Paid extra for club Europe/business class. Food was poor, they gave you wipes to clean your seat area yourself and we were split up so they could accommodate families. Not really what you expect when you pay for the extra service. Will be cancelling our other bookings we have with BA, even if that means we lose our deposit.',


' Trip Verified | \xa0 \xa0Chaos at Terminal 5 with BA cancellations and delays, and staff give different reasons depending on who you ask. 9 out 10 answers were lies. Sadly, BA airport standards at T5 are worse than ever, and we are long past being able to use Covid as an excuse. As a short haul club Europe trip, I expect very little from BA any more, and they barely even provide that, with cutbacks during Covid that are now permanent. If you can find an alternative carrier on the same route, choose them rather than BA. Sadly, on my route BA have a monopoly.\xa0',

" Trip Verified | \xa0\xa0As always when I fly BA it was a total shambles. I was booked Manchester - London - Madrid , BA first leg and Iberia 2nd, I try wherever possible to avoid BA, however the Manchester - London was late, however I ran for my IB flight and got to B gates just as boarding started, being Group 1 I went to board and the gate sounded an alarm, BA had removed me from the IB flight to a BA flight 3 hours later! As BA had reissued the ticket IB could not put me back on the flight, so 3 hours wasted because of BA's total incompetence. This airline is a total disgrace, the crew were not nice, typical BA crew oh im so fabulous I don't need


to be nice to paying passengers, club europe cramped and terrible food! ",


' Trip Verified | First time using BA business class but we were pleased with the service received. No one was waiting at check in/bag drop and through security in 2 minutes. We used the lounge in the b gates area which we found quiet with plenty of food and drink on offer. Boarding was quick and the cabin was on a 1x2x1 layout with 12 seats although there was a larger b/c cabin behind that had about 30 seats. Again food and drinks were plenty full and good quality. Service from the cabin crew was excellent and the cabin manager (Lauren) even made up a birthday card when she found out it was my wife's special birthday. Departed early and arrived at JFK early as well. The only thing that I disliked was paying £117 each to select our seats and no free wi-fi.',


'Not Verified | Extremely rude ground service. We were non-rev flying and London was our connection/layover. Gate agent was extremely rude and forced me to check my carry on suitcase with the explanation that it was "oversized." However, when I put it in the sizer, it fit perfectly without force. The plane was not fully booked and had lots of room overhead. The gate agent was insistent and rushed us with no regard for the fact that we would have to redo security in order to get our bags again, as we were switching airlines and needed to carry them on due to our non-rev status. The flight itself was good, attendants were polite and helpful. No complains there. Just extremely unhappy with the gate agent service. I understand that it is not a pleasant job and frankly I would not be overjoyed to work there either but that does not explain why we had to be inconvenienced with no fair explanation or attention.',

" Trip Verified | My son and I flew to Geneva last Sunday for a skiing holiday in Les Arc. The flight was cancelled moments prior to boarding and we were transferred to a flight departing three and a half hours later, that then got delayed by a further three hours. They didn't load any food onto the plane and forgot to load the baggage for all the business class passengers who had been on the earlier flight. Problems happen, it's a complex operation. What is totally unacceptable is the service one receives when there is a problem. The offshore call centres are unhelpful and obstructive, wanting to fob off issues by getting the customer to call special help lines that merely refer one to a webpage and then cut off. The web pages are often unable to give information as they are not updated and often refuse to update your inputs 'at this time. please try again later'. There is no access to people that are willing to help, empowered to help, or actually move a situation forwards in any way. We've been si

ting in a hotel waiting for the bag to arrive for two and a half days, unable to ski due to our entire wardrobes being in the cases. The outdated luggage 'tracking system', had the suitcase in Geneva 2 days ago, where it sat with no-one willing to step up and get it delivered. What an incredibly heartless and incompetent company. ",


' Trip Verified | For the price paid (bought during a sale) it was a decent experience although the club class (business class) seats offer no more legroom than economy class (using short-haul fleet on a 4 hour flight). Fast track through security was not honoured. The lounge at Istanbul airport was over-crowded as it is also open to the public who can pay for usage, causing a long queue for entry, which was badly organised. Boarding was smooth, cabin crew were friendly but their service was hit-and-miss. Eg. Some people got a "welcome" and some didn't; Half of the cabin was automatically offered coffee after dinner but not the other half. However, drinks were replenished generously and regularly and the meal was good (with a choice of three mains from the menu).',

" Trip Verified | Flight left on time and arrived over half an hour earlier than scheduled (thanks to strong tailwinds). The flight was full but no catering had been loaded for economy passenger at Heathrow so for 3 and a half hours we only had a small bottle of water and a small packet of corn snacks. Nothing at all available to even buy to eat! Worse than a low-cost carrier experience in this sense. One of the light panels overhead the seats towards the back of the plane was broken and loose and just hanging above the unfortunate passenger's head for the whole flight (poor maintenance of cabin). I would choose another airline on this route in the future, as one of their competitors offers full meal service on this route even in the economy cabin.",

' Trip Verified | Very Poor Business class product, BA is not even close to the other airline leaders. Which ever way they sell the seat on a 777 it is a 2-4-2 layout. The cabin feels and is very cramped. The food in business class is economy quality just served in a china dish! However, the price of course is at premier levels. The only positive of the whole flight and return were the cabin crew who were fantastic. I felt genuinely sorry for them having to try and flog such a poor product. Would I fly BA business again? only if there were no other options and I had no choice.',


'Not Verified | This review is for LHR-SYD-LHR. BA015 and BA016. Business class had a 1-2-1 configuration on 777 giving space, privacy and easy aisle access. Seat reclines into comfortable flat bed. Good quality pillow and duvet. Privacy with sliding door. Good storage space around the seat and charging point. Flights on time - no delays. Gluten free meals w


ere very poor in quality and presentation. Warm processed meat between two bland slices of GF bread apparently is a business class breakfast. On two sectors the main course (no choice offered) was bland fish which was served in a single small tray covered with foil - in business class? Condensation had formed as the dish was reheated (probably from chilled) so the offering was sitting in a weak watery liquid. One crew member appeared genuinely apologetic as they meekly served one meal. Do BA also serve the same GF offering in economy, economy plus and first on a long haul flight? My advice if GF - take your own food or dine in the lounge if you are in the care of BA for 24 hours. My travelling companion had very good regular meals, or so they told me, with a choice of main course on the same flights. Crew gave the impression that they were doing a job covering the basics and rather than welcoming and engaging. Usual hospitality industry waffle about service but little of substance delivered.',

 Trip Verified | Absolutely pathetic business class product. BA is not even remotely competitive with other International airlines in the business class market. With old outdated 8 across seating - no, I did not make a typing mistake - you either have to climb across someone or someone has to climb across you to gain aisle access. The crew must also hate this layout since they have to reach through little window openings to provide service to passengers in the 2 center seats. BA, like most other European-based airlines does not have a factual Intra-European business class product even though they promote & sell business class. Intra-Europe flights feature the same 3+3 seating throughout the aircraft & the only difference being the middle seat is left empty in "business class" & passengers get a meal & drinks, but this does not justify the higher cost. BA's Trans-Atlantic business class product is only slightly better because of the "narrow" 8 across seating. The biggest surprise on both the LIS/LHR & LHR/IAH flights was that BA has, in fact, substantially improved their food quality. Shocking! Unfortunately, it is served in the WORST business class configurations of ANY International airline I have flown. The entertainment system & small screens - my laptop screen is twice the size - is like an airline offering 2 decades ago. The flight crew was "pleasant & perfunctory" which is about the best one can expect from a BA crew. BA will simply never match the quality of carriers like Singapore, Emirates, Qatar, Etihad, EVA, ANA, Japan, Air New Zealand, Qantas or many others. BA can compete with US-based airlines like Delta, American & United, which are also not even in the same Universe in terms of a high-quality business class product. One of the biggest slaps in the face is that BA expects business class passengers to pay to select

t seats, even though they have paid thousands of dollars to fly business class. Several hundred US dollars for Trans-Atlantic flights. Only if you wait until 24 hours before flight time are you allowed to select a seat at no cost. Certainly another BA Management decision that was made without a functioning brain.',

'Not Verified | Overall not bad. Staff look tired and overworked, trying their best. Weird seats, I was in 21G going, and 21D going home. The buttons to press for the seat recline are so stiff I had to get help on both flights to get them to work. There is another button, also very stiff, to bring the "leg rest" out. This is an awkward thing which doesn't come up far enough to be of any use at all for your legs, but just obstructs your feet really. Again, I had to get help to activate the very stiff buttons. At one point, the lady next to me was pressing the buttons for me while I tried to recline, sit up, or put the "leg rest" back. We gave up and called the flight attendant, who also had trouble. BA: please give this some maintenance! Food: only one out of three menu choices available by the time it got to me in Premium Ec. It was pasta and was not too bad. A Christmas Turkey Dinner was offered, but why not load more if it is so popular that it is not available 10 minutes into the meal service? "Breakfast" was an unidentified soggy pastry thing in a cardboard tube. It was disgusting, same offered on return journey. A cold pastry and fruit would be so much nicer. The tea and coffee was hot at least. Overall, I would say Air Canada provides a much superior Premium Ec service than BA. I won't choose BA again.',

' Trip Verified | This was our first flight with British Airways in over 13 years and as usual I couldn't fault them. As we were connecting, we had little interaction with ground staff - staff in the lounge were friendly and helpful. Cabin crew on the flight were great - very welcoming and friendly. Our meals were delicious & no shortage of drinks being offered. The seats were economy seats with the middle row blocked off and some recline. We arrived into Stockholm a little early through a snow shower which was a nice welcome back to Stockholm. Bags (checked in at JFK) were delivered safely with in 20 mins of arriving.',

' Trip Verified | I recently encountered a highly disappointing experience with British Airways, specifically regarding their customer service. After my initial flight leg was canceled, I was rebooked with a connection at London Heathrow reduced to a mere 1 hour and 30 minutes. Realizing the impracticality of this, I promptly contacted British Airways with in 10 minutes to request a more reasonable layover of 3-4 hours. Shockingly, the customer support representative flatly

refused, citing an inability to change my flight. Despite explaining the logistical challenges of a short layover and a terminal change requiring additional security procedures, I received no assistance. To add to the frustration, the representative inaccurately noted on my account that I was presented with multiple options during our conversation. Moreover, the use of military time format and the lack of initial options provided only exacerbated the communication issues. Both phone and email support proved equally incompetent, and I was informed that customer service is outsourced to India, allegedly contributing to the subpar service. This experience has left me not only struggling to rebook my flight but also with a strong resolve to avoid British Airways in the future. The lack of assistance, blame-shifting, and overall incompetence in customer service make it my worst experience yet. I strongly advise others to steer clear of British Airways and their appalling customer service.',

"Not Verified | Beware! BA don't provide any refund due to a very serious medical reason. My father was diagnosed with a severe heart defect a couple of weeks before his flight date and BA refused to give any refund as this was not a good enough reason!! We sent them a medical note from his doctor saying he is unfit to travel due to potential heart failure and needs to have heart surgery as soon as possible, and the operator totally dismissed it. They said only thing they can do is change the travel date within a year. Heart surgery recovery takes months and it's highly unlikely that he will be able to travel within the year, meaning he would lose his ticket and money! They said they can't do anything to help, not even change the name on the ticket so someone else can use the tickets! The most ridiculous thing I've heard!",

✓ Trip Verified | Check in was chaotic and badly organised. Even though there were two desks, one for premium and one economy, there ended up being just one queue, in front of the premium check in, even though most passengers in it were economy. That meant that those travelling in club or with higher status had no separate queue to join. Whilst I was waiting in line another passenger went up to query and we ended up forming a new line in front of the economy check in desk for premium passengers, unnecessarily badly organised, the staff in charge should be retrained! Security at the airport was very quick and through to the lounge. This is a generic airport lounge for all airlines, and it is actually quite good overall. Nice layout and seating options, reasonable food and drink options, and an outdoor terrace which is really nice. Boarding was very well organised, although quite slow to get everyone on board.. but the flight was probably only half full and we still departed early so I think they felt no r

ush.. and it actually made the boarding experience nicer and more relaxed. On board the club Europe seats are fine by European business standards, although as previously commented are really not very good overall.. the meal service was disappointing. As is normal, BA do not stock enough of the proper meal option .. when the options are so limited and varied in quality BA really should stock enough for everyone to have the good meal. Sadly they had run out by the time they got to me so I had the option of vegetarian sausage or a salad. I wanted a hot meal so went for the sausage and I can honestly say it was one of the most disgusting onboard meals I've ever had in any cabin class, rolling some mush (similar consistency to mashed potato) into a sausage shape does not make it a sausage! BA you need to improve the meal options, make the vegetarian meal something you specifically have to request in advance and offer all passengers a choice of two decent meals .. then people will not be left with such a substandard alternative when their first choice runs out! Whilst I hadn't planned on using it, the on board WiFi was not functioning so was not available to use. Overall though the flight was fairly comfortable and the cabin crew were very friendly and efficient. I used avios to pay for the flight so it was obviously good value for money for me!'

'Not Verified | All 4 of our flights were fine in terms of comfort, punctuality and service. I feel safe with BA and that is my main reason for booking with them even though I could travel with other airlines more directly. On our return flight ATL/LHR we skipped the evening meal preferring to sleep and were looking forward to a hearty breakfast prior to arrival at LHR. Sadly we were seriously disappointed. To serve a chicken sausage in a wrap for a business class breakfast is just unacceptable. Does BA actually pay experts to design these breakfasts? Low point on an otherwise good trip.'


'cNot Verified | I had hoped this would be a good review but unfortunately it won't be. I flew business class from LHR to PDX on the BA nonstop. It was a 787-8 series aircraft. The flight attendant specifically mentioned it was eight years old as he recalled flying it when it was brand new. The business class seats were abysmal. My seat was at the window facing backwards. With the divider down, which had to be in that position for boarding, taxi, takeoff and landing, I was literally just a few feet away from the person in the aisle seat who was facing forward, We both couldn't help but stare at one another. It couldn't be avoided. It was horrible. The service wasn't all that good either. The flight attendant did a pre-dinner drink. When she came back to ask for my choice for dinner, she said none of my selection were left. I was a little upset as nothing else appealed to me. She then came


back later, and said the other part of the aircraft had more of the meal selection I wanted. I'm not sure why they didn't coordinate that to begin with. I was NOT offered any wine or other drink with with dinner. The meal was put down in front of me and the flight attendant never came back other than to clear the tray. Overall, this flight was not very good. I flew over on American and back on BA and paid \$6000 round-trip. I'd fly American again. My preferred carrier is United or Lufthansa. I'll never fly BA again.',


✓ Trip Verified | I was going to fly to Frankfurt from Glasgow over London but the flight from London to Frankfurt was cancelled. This meant I had to stay overnight in London where I have no accommodation etc. As I was rebooked to a flight from London City airport which was more than 2h by train I had to get an uber and then take a hotel for £250 in total (London prices). I was reassured over the phone that I would get all the money back. My flight from London city airport was then cancelled again and rebooked to London Heathrow but two days later. I then cancelled that flight and rebooked a new one with Lufthansa as I urgently had to get to work and needed the money. I never received the money back for the hotel, compensation for cancelled flight 1, compensation for cancelled flight 2, the extra food I had to pay for, the uber, or the actual cost of the flight. I was first transferred 3€ by British Airways. They stopped replying to me and told me the issue was "weather conditions" although other non-BA flights were going. I lost over £700 in total and never got compensated for the loss of a work day either. It just really feels like they don't care about people. Worst service/airline ever.',


✓ Trip Verified | Much better experience this time around. Flew CPT to LHR on a new A350. Checkin was efficient. I used the Bidvest lounge at CPT as it is better than BA's lounge. Boarding was speedy. The new business class club suites are very good. Slightly irritating to be directed to the wrong seat (1A instead of 1K) which meant that after settling in the passenger in 1A showed up. We arranged a seat switch. Second time in a row it has happened. Why can't BA staff memorise which side of the plane is which and get it right? Captain's announcement was short and on point. Welcome drink was served at the correct temperature i.e. cold (first time ever for me - previously BA has always served the welcome champagne warm). IFE system was good - everything worked as it should. Felt slightly cheap that business class passengers have to pay for wifi. I did not bother. Cocktail was good. The nuts came on a cheap plastic tray which was naff ... other airlines bring out something classier. A female flight attendant came to take my order and I asked for Rooibas panacotta

and the chicken breast. She repeated back to me "so you want a P and a C". It was such a bizarre thing to say that I misheard. I thought she said "so you want beef and sea"? Confusion reigned until she explained to me she had a checklist of passenger orders and they abbreviate to first letters so she was saying "P" for panacotta and "C" for chicken. But how bizarre to repeat back an order to a passenger in code. Why not just say, "so to confirm panacotta to start and chicken as your main dish", like every other restaurant / airline does in the world? The internal coding of food ordering is exactly that - internal. She even looked irritated at me that I did not understand her jargon first time. The food, when it came, was excellent. Much much better than recent flights. I read somewhere that BA changed caterer. If so, it shows. The panacotta was superb as was the chicken ... good restaurant quality. The wine was OK to good but definitely not good to excellent. I feel that while the food has got better in BA business class, the wines have got worse. Certainly compared to Air France which I have also flown recently. The wine was brought out on time (not after I finished eating as it was last time I flew BA business). Cheese was also good and not teeth crackingly cold as last time. I had a good night's sleep. Plenty of snacks out if you wanted them (and they did not run out). Breakfast was excellent and the coffee was hot (previously it has been lukewarm). So all in all a vastly improved service offering. The staff seemed rushed off their feet ... it would not hurt to have an extra flight attendant to look after so many business class seats. Overall summary: vastly improved passenger proposition. It would be 10/10 but I deduct a point for showing me to the wrong seat and another point for the bizarre interaction with the female flight attendant who repeated my food order back to me using internal jargon codes.',

 Trip Verified | Once again a terrible business class experience with BA. The flight was delayed by 4.5 hours, The plane was very old with problems with at least 4 of the seats in business class not cleaned properly prior to departure. Food was terrible as always with BA and only one choice available from advertised menu. As a result of the delay we missed our connecting flight from Heathrow and instead of putting us on the next connection they chose the second last flight of the day - which was also delayed by over an hour meaning we had an additional 4 hour delay whilst at Heathrow. At no point were we advised about our compensation rights (despite asking at check in and connections) or provided any vouchers during the delays. Having flown Etihad, Qatar and Virgin business class equivalents over the last year it is clear to see how big the gulf now is between BA and its rivals. ',

" Trip Verified | BA A380's are showing their age, hopefully they will update the interiors soon because it was a let down especially when the flight lasts 11 hours. Cabin crew were good and helpful. Dinner was ok but the breakfast was grim. On board entertainment was not the latest and seat back USB points didn't work. The only upside of BA is that it is only 1 of 2 airlines who fly this route directly and their pricing reflects this, if you're prepared to lay over then there are better airlines out there.",

' Trip Verified | Credit to BA - Flew to Singapore recently and also back from Doha to London and both experiences were great. Service was fantastic as was the quality of the food, entertainment and was left feeling BA have got it together after a few previous below average experiences. You definitely notice the difference with the staff on BA - Far more approachable and outgoing compared to the cold and corporate middle eastern airline crews. Nice one BA for 2 great flights.',

' Trip Verified | The check in area for premium classes at Gatwick is very nice, and there was no queue when I arrived so I was able to drop my bag very quickly. Premium security at Gatwick is fine. The flight was delayed due to NATS issues, but the member of staff on arriving at the lounge let me know of this. The lounge is nice and it's very comfortable. There was an excellent range of food and drinks. All the drinks you would expect. Food wise there were sandwiches, soup, pasta, salads, fruit, Spanish stew, as well as turkey and ham pies with mashed potato, roasted parsnips and carrots and gravy. It was all really good and particularly nice to see so many options. Boarding was pretty slow, although the gate crew did a good job to keep it well organised and allow priority passengers to board first. As has been well documented the onboard experience in terms of seat on BA Europe business is pretty poor, but in line with other European carriers sadly. That being said, the seat is well padded and comfortable and the adjustable headrest is quite good. The onboard catering was of excellent quality. I was lucky to get my preferred option of the roast turkey, but several people sat near me weren't as lucky. I do understand that meal options may run out but when the meal options are roast turkey with all the trimmings, vegetarian cottage pie or a chicken salad you really should be stocking enough for every passenger to get the proper meal. Or failing that, allow an order in advance service where you then only stock the meals that people want to eat. Whilst I fully support the desire to minimise waste, both food and cost, people really should really be able to get the ideal meal option. Unfortunately one of the people affected reacted very badly to this and took it out of

n the cabin crew which is unacceptable.. they also lost a bit of perspective about just how serious a situation it actually was! The cabin crew were very nice, friendly and professional, if a little slow.. but not to the point of detracting from the positive experience I had. The ground service at Gran Canaria was pretty poor, priority bags clearly meant nothing. 95% of bags coming out were not priority, mine came out about halfway through bag delivery and demonstrates poor delivery of service and not fulfilling on the service they promise to their customers. Overall though it was a very nice flight, and having paid for it using avios and £1 I cannot complain at all.',

✓ Trip Verified | The flight took off a little late due to Heathrow congestion but still landed on schedule. Boarding was smooth and the onboard service was efficient. A small snack was served for free with a bottle of water; additional items were available for purchase. The cabin and toilets were very clean. Overall an unremarkable flight but in a good way!'

✓ Trip Verified | BA is great in the air! But... they sell you connections thru London Heathrow Terminal 5 (their private, BA-only terminal) which you are practically not able to make. 90 minutes stopover time, European flight inbound, transatlantic flight outbound, you arrive at the terminal gate ON TIME and... book, security! Endless line, slow process. Your boarding starts and you are nowhere near the X ray, and then.... it is a train ride withing the same terminal (but different, distant buildings). Almost impossible to make. Lots of stress.'

✓ Trip Verified | I had broken my leg 2 days before our return flight from Lisbon to London. I called to get some assistance from British Airways, hoping for wheelchair assistance, an easier seat to get to, or possibly an upgrade so that I could stretch out my broken leg, which was in a cast. This airline failed on all fronts. Quoted us a price of €6,000 each (I was traveling with my husband), which we could not do. Almost didn't let me on the plane, trying to interpret my medical report. They did not attempt to change our seats, which were near the back. The single concession they made was to allow me to board 1st, but did not offer a wheelchair, so I had to swing myself down the aisle to my seat using the arm rests of all 21 rows before my seat, as the aisles are not wide enough for crutches. Might I add, I am nearly 70. Had to exit same way. No wheelchair waiting for me at Heathrow, had to hop onto bus with crutches to change terminals and nearly took a tumble doing so. Took so long to get a wheelchair that they had to hold my connecting flight (on another airline) for me and we were last to board. That flight had allowe

d us to upgrade to business class, for a reasonable price, and took great care of me.",

✓ Trip Verified | Check in at MIA straightforward. BA use American flagship lounge near gate D30 which is excellent. Flight delayed but only by 1 hour. Boarding chaotic. On board staff were fine. Seat was fine too but product ageing. Post take off service prompt. Slept for 6 hours. I noticed that in club world BA have ditched rose champagne which is a shame. Pre arrival breakfast was ok. Slow to deplane. Luggage off ok.',

✓ Trip Verified | Never I saw such a terrible customer experience. The plane landed already 30 minutes late: despite any operational delays, the boarding took over 1 hour because the crew did not know where to place the luggages. After this long 1 hour boarding process, the captain did not apologise. This is extremely frustrating when this occurs on a night flight, forcing passengers to lose train connections to home.',

✓ Trip Verified | Having not flown with BA for a few years, I read some of the reviews in preparation, needless to say I boarded this flight with low expectations. I was pleasantly surprised as the flight was ok. We left LHR a few minutes early and arrived at JNB ahead of schedule. Cabin crew, although not as good as some carriers were attentive and professional. Onboard catering was a disappointment as if you were unlucky to miss out on the chicken you were given a very sloppy pasta. On board entertainment has never been BA's strong point and sadly that hasn't changed. Unfortunately BA is not the prestigious carrier it once was but its not as bad (from my experience) as some reviews suggest.",

✓ Trip Verified | Dear Community I feel compelled to share the utter frustration and disappointment that defined my recent travel experience with British Airways. Buckle up, folks; this one's a rollercoaster. On July 16 and 17, 2023, I had the displeasure of flying with British Airways on BA709 and BA7, and let me tell you, it was a nightmare. The initial flight from Zurich (ZRH) to London (LHR) on BA709 faced a seemingly unavoidable one-hour delay upon arrival at LHR. This, of course, resulted in me missing my connection to Tokyo, triggering an automatic rescheduling of my flight to Tokyo (HND) via Beijing with Air China. Oh, but the fun didn't stop there – flight CA183 was also delayed, turning my 16-hour delay into a grand total of 23 hours, finally arriving in Tokyo at 23:00 instead of the promised 7:10. And the cherry on top? My four checked-in suitcases decided to take a detour and didn't join me in Tokyo, forcing me to waste an additional two hours filling out forms at the baggage center. I finally got my lost luggage back on July 23, because why make it eas

y, right? But wait, there's more! My return flight from Tokyo to Zurich (BA8) on August 8 also danced to the delay tune, making me question if punctuality is just a myth for British Airways. The cumulative impact of these delays torpedoed my vacation plans, stealing a whole day of scheduled activities, including a guided Tokyo tour. As if that weren't enough, I had to dig deeper into my pockets for unforeseen expenses—extra airport transfers, tour operator assistance fees, emergency purchases, airport meals, and international calls for rearrangements. The lack of assistance at LHR airport was the icing on this bitter cake. Installing the BA app just to get basic information about alternative connection flights was a hassle, and the fact that no BA clerk could provide this info in person was downright infuriating. British Airways, you've left me with a sour taste in my mouth and a dent in my wallet. Here's hoping you take this feedback seriously and step up your game because right now, it's not a good look. Frustrated and fed up, Bert",


✓ Trip Verified | Quick bag drop at First Wing but too many passengers so had to use fast track security in main terminal. Direct entry to Concorde room outside security south. Ate excellent breakfast which was served promptly. Concorde room is a nice place to wait for a flight there is some interesting memorabilia and an excellent bar. Boarding from c gates was disorganised and slow. On board cabin crew excellent. Good choice of beverages and these were of high quality. Food was good. Seat comfortable. No first bedding provided. On time arrival into Miami. Baggage took 1 hour to arrive',

✓ Trip Verified | 4 Hours before takeoff we received a Mail stating a cryptic message that there are disruptions to be expected as there is a limit on how many planes can leave at the same time. So did the capacity of the Heathrow Airport really hit British Airways by surprise, 4h before departure? Anyhow - we took the one hour delay so what - but then we have been forced to check in our Hand luggage. I travel only with hand luggage to avoid waiting for the ultra slow processing of the checked in luggage. Overall 2h later at home than planned, with really no reason, just due to incompetent people. Service level far worse than Ryanair and triple the price. Really never again. Thanks for nothing.',

✓ Trip Verified | I recently had a delay on British Airways from BRU to LHR that was due to staff shortages. They announced that there was a 2 hour holding delay but they would board us immediately in hopes of clearing the gate and leaving early. We had to wait the full 2 hours inside the airplane. The plane was old, dirty, had no power at the seats. The staff provided a small bag of pretzels and 250ml of water to the passengers for 2 hour delay and 2 hour flight. There were

e no options to purchase food or drink. There were no entertainment options available. I am a OneWorld emerald elite member but they do not upgrade members based on status. First class lounges at Heathrow are overcrowded, understaffed and poorly equipped. The help desk is completely unhelpful when an error arises with delays and cancellations - even when having the top status. The Avios points system has been devalued to near worthlessness and requires fees to book reward that nearly equal the price of the revenue ticket. British has lost its way in recent years and has moved from a world-class airline to a budget airline with much worse service and timeliness than Ryanair or EasyJet.',

'Not Verified | Boarded on time, but it took ages to get to the runway due to congestion. Flight was smooth and quick. Snack and drinks were good for a short flight. Landed only about ten minutes late. One bag of three left in London, forms quickly filled in, and the bag was delivered the next morning.',

" Trip Verified | 5 days before the flight, we were advised by BA that it had been cancelled and asked us to rebook. There were flights 1 hour before and 1 hour after our original flight but they made us take one 3 hours earlier. Our original ticket (and the return flight a week later) included a checked bag. When we arrive at Heathrow to check in we are told our ticket doesn't include a bag and we will have to pay 75 pounds each to take them. We explained that the original ticket had the bags and when they checked the system they confirmed that it did- but not this one! They would make no effort to sort it out and just told us to pay up or they would remove us from the flight. So we had no choice but to pay up, thinking it should be pretty easy to get a refund. 15 months and 10 emails later we have still not seen a penny. Every time I ask where my refund is and state how long we have been waiting I get an inane email saying some departments take longer than others to respond! Absolutely hopeless airline to stuff up the booking in the first place and even worse customer service to not even attempt to solve the problem at check in even when they could see the mistake THEY had made in their system, compounded by being unable to investigate a very simple claim, and refund me 150 pounds in 15 months.",

'Not Verified | \r\nWe traveled to Lisbon for our dream vacation, a cruise to Portugal and Spain. Our friends did not EVER get their luggage. It was a two week cruise. Two weeks without a change of clothes or her CPAP machine. Contacting customer service was a nightmare. We never talked to a real person. Very little effort was put into getting them their bags. In one port we were on the ship and the bags were at th

e airport. The airlines did not deliver the bags nor did they tell our friends that they needed to go get them. The airline couldn't be bothered to take the bags from the airport to the ship. BA says it is their policy to get you your bags within 72 hours. That is a joke! It's been over two weeks and they still don't have them. They are back home in the US and last they heard the bags were in Lisbon! If you have a choice, do not fly British Airways. Customer Service is nonexistent!'

✓ Trip Verified | Booked a flight from Bucharest to Manchester with a 2h 45' layover at Heathrow. Flight was delayed from Bucharest because of ATC strike. Arrived at Heathrow 40 minutes later than scheduled and still had enough time to catch my connecting flight. Unfortunately we were stranded in the plane and waited a very long time to disembark the plane due to lack of staff or slot shortage (it's a common problem with BA at Heathrow). I missed my connecting flight because of their delays and they told me I had to wait all night in a freezing airport for the first flight the next day. There was just a shameful 10£ food voucher which is a joke considering the ridiculous prices at LHR. No accommodation offered and had to sleep in a very cold airport. I asked for compensation and they sent me a long text with the same lame excuses that they are sorry, but they will not compensate anything. I can't imagine a worst airline than BA regarding customer care. It is not about money here but rather than the way they treat customers. It is the last time in my lifetime that I will be flying this joke of an airline.'

✓ Trip Verified | Booked online months ago and the only hitch was replacement aircraft meaning chosen seats were different. I was informed of this prior to departure so could amend. Bag drop at MAN T3 wasn't smooth but I suspect that was MAN fault. Shuttle boarding was slow and delayed meaning a rush at LHR T5. The flight to CPT was full but we left more or less on time. The cabin was clean and PE was what we expected, sufficient leg and arm room plus a few little perks with drinks. Only complaint is the seats actually recline too far. Staff were very good during the first few hours of service, especially George. Food was quite tasty but one option wasn't loaded. Breakfast was also quite tasty and we landed on time. The fly in the ointment is both our cases arrived late on the carousel and only later did we notice both had been broken into, likely at CPT. All in all a pleasant surprise."

✓ Trip Verified | The flight was on time. The crew were polite. It was the same story on my outward flight. I find that BA in Europe is generally pretty good, though I regret that they have substituted Prosecco for Champagne on the list

of drinks you can buy in economy! So many complaints about BA and other airlines revolve around lost luggage that I never check in bags, even for long trips.',

'Not Verified | Angry, disappointed, and unsatisfied. My route was from London to Atlanta. My suitcase was not boarded, therefore not landed with me. For both comfort and safety reason, a bag always fly with its passenger and that did not happen. Claims and few phone calls were made by desk assistants who answered my questions unprofessionally and miserably. Certainly, I was left with nothing but my backpack which contained not more than few snacks. Neither clothes nor anything else was ever provided as an apology. Meanwhile, I was also told that my bag would have been delivered through the next 24 hours which also did not happen. British Airways is a great airline to fly with but its organization, when it comes to customer service, is poor and uncertain. Still waiting for my bag.',

✓ Trip Verified | As an infrequent flyer, British Airways was always my first choice. With some reassurance and comfort of service, quality, luggage allowance etc. In fact I've never flown with the budget airlines. My most recent flight has now changed my view and causes me to reflect on what am I actually getting for my money and is BA what they once were. While the flights were around an hour delayed both ways, the cabin and ground staff service were ok. It is the facilities (or lack of) that I am most disappointed by. The flight was Approx 4 and a half hours and the only thing offered was a half cup of water that was poured out and a bite sized banana slice of cake. In fact on my return journey I wasn't even offered the water! To top it off BA no longer have a media screen from which you can select something to pass the time away. There wasn't even the obligatory flight journey. The WiFi was poor. I couldn't even access the shop. However, for a fee so much more was available. This explains BA's record profit of £1.52bn. So, the question is, what am I paying for? I will now for sure opt for the budget airlines. They are transparent with what they offer and what you have to pay for, which I can decide to choose or not. As BA now stands for Basic Airways I'll go elsewhere and get basic for cheaper.',

'Not Verified | A totally unremarkable flight, on time, as comfortable as European configuration goes. No catering due to the storm - effect greatly exaggerated. This was advised by email, and a euro 15 was provided - not easy to use - but lounge made up for this loss.',

✓ Trip Verified | 1. Ground crew in Heathrow left 60 passengers luggage. We had 3 bags. 2. The Heathrow ground crew left 1 of ours behind after the 1st two were received the next day. 3. The Heathrow ground crew lost our 3rd bag 4 times

and we were on the phone with them for over 3 hrs over the course of the week! 4. Due to this, we had to spend \$500 on health and beauty items for my wife on our cruise. 5. British Airways said they MIGHT reimburse after 3 months. 6. We had to spend \$100 in cab fare to Barcelona because the Barcelona ground crew (Iberia) claimed they had delivered it to us. 7. Heathrow ground crew made us 15 minutes late arriving back into Heathrow after our cruise. We actually landed 10 minutes early, but those incompetent people still were not ready for us. 8. The Heathrow ground crew caused us to leave 45 minutes late even though ALL passengers were boarded and ready 15 minutes before the departure time. This will probably mean we will miss our connection in Anchorage. BA clearly does not care or know how to operate a ground base...shameful. BA is a joke and should be embarrassed they can't operate like a normal airline. They do not grasp the concept that even a small hiccup can cause mass ripples of chaos to other people.",

✓ Trip Verified | London Heathrow to Gibraltar on 24th October 2023. I shall start by reference to the booking process. I used the BA website to reserve the seat and food the website to be easy to use and clear in every aspect. The flight was due to depart from terminal 3 but the passengers were bussed for a good 15 minutes to a different part of the airport where the aircraft was on a stand. When boarding the flight the cabin-crew kept a very low profile and this was maintained during the entire flight. The captain made 3 brief announcements during the flight. There was no in-flight entertainment. The seats were clean and comfortable enough for a short flight. The lack of catering was overt. Other than a tiny bottle of water and an inedible "breakfast bar" one had to use an online system to order even a drink and of course pay for it too. The passengers next to me could not use the online system as it does not seem to work and the cabin refused to sell them a coffee because of this fault. Moreover, the USB charge points did not work either. Given the early hour of the flight it is a poor show that there are not even for sale items available from a trolley service. The system BA have in place is not good enough. The flight arrived on-time. The disembarkation was inefficient though and poorly managed and the crew were not to be seen. The crew were wearing the new BA uniform and it seems to reflect a downward trend of the airline. To be candid, there was any difference between this BA service and that of so-called "budget" rivals. On this route BA have a monopoly and so I did not have an option to use the services of a different company.',

✓ Trip Verified | First time flying British Airways and I would not hesitate to fly economy with them again. Flight attendants were pleasant and efficient. Excellent special meal


(low sodium). Comfortable space in economy. One of my better flights.',


'Not Verified | I flew London to Cairo and return in October 2023. It was basically a perfectly good pair of flights in Economy, with pleasant and professional cabin crew (especially on the return journey). Being only 1.73 m tall I have no problem with legroom in the back of the plane, the seat was OK if getting a little numbing after 5 hours, and the return of a rather good included snack box and drinks was welcome. However, it must be said that the value for money was poor: with a checked bag on the return leg only, this was a nearly £700 ticket. And although I am content to pass the time by reading or sleeping, it was surprising to find no in-flight entertainment on 5-hour flights. However, overall I would still recommend BA and would do so even more enthusiastically if it was more sensibly priced.',

"Not Verified | Absolutely the worst experience ever. Flew into Heathrow, no problem. Waited for 5 hours, three extra hours, for our connection to Porto then the cancelled the flight. Scrambled for a hotel and a new flight the next day. They routed us through Madrid the next morning. That flight was 1.5 hours late so we missed our connection to Porto. Because we missed the connection (their fault), they cancelled our return flights. After two hours on the phone with customer service from the Madrid airport, they booked us a new return flight, then they made us pay \$ 1300 to fly from Madrid to Porto. Then, for no reason they cancelled our return flight again! After hours, and hours and hours with customer service, we finally got a return flight five days after our original return flight. Meanwhile, they lost my wife's luggage. We finally got 15 DAYS after they lost it. Return flight? More problems with our reservations. At no point was British Airways helpful. They left the onus on us to fix their mistakes at every turn. They completely ruined a three week vacation and they don't care. They wouldn't even let us speak to a supervisor or manager. Awful, bordering on passenger abuse.",

"Not Verified | \xa0 \xa0Flew back from Malta after scattering our son's ashes at his favourite spots. When we boarded the aircraft for our return flight my wife became upset. A member of the cabin crew noticed this and immediately spoke to my wife and tried to reassure her. Her name is Tracey, an exceptional crew member. I noticed she spoke to other travellers in a courteous manner and was friendly. Each time she passed my wife she asked how she was and would she like anything. This kindness made a difficult time easier for us both. Aircraft seats were comfortable and service good for a 2hrs. 45mins. flight. Thank you B.A.",

'Not Verified | Cabin luggage had to go to cargo, even when I said I carried medicines. There was no time to get them out the hand luggage. The economy seats with Virgin Atlantic, KLM and even Ryanair have more space. Luckily it was a short flight.',

' Trip Verified | I have been using BA for a while now and on average I cannot say that I am pretty satisfied. BA somehow experience cancellations and delays most of the time. Second, the in-flight service is usually weak. Food portions are small and cabin crew is not very helpful especially when it comes to drink requests. The screens in the A380s should be renewed as they are full of scratches and same size as A321s. Especially in longer flights, the entertainment system becomes more important. There is also no welcome package except for pillow and small blanket. I would expect more from BA. If you are flying from the US to anywhere except the UK, I would recommend considering other airlines. But if you are flying to/from UK directly, then BA could be one of your choices.',

" Trip Verified | I flew from Istanbul to London in Business class. For more than half of the flight a child was watching an iPad very loud with no phones plugged in - it was three rows in front of me and disrupted my flight as I could hear it above my headphones. Staff thought this was fine and refused to tell the mom to turn it down. Why is this acceptable on a flight especially in business class? Has this airline turned into a zoo? Are staff given no training in customer service? Why is a child allowed to disrupt other passengers? When I told the staff she just laughed at me. BA customer service is a disgrace. I've not even mentioned the food but it was bad, really bad.",

'Not Verified | I have flown on BA several times since the airline started non-stop service between Austin, TX and London Heathrow. Every year the service gets worse. I brought a tape measure with me to see how far apart the seats are in the economy section. 25½ inches. BA has removed bathrooms in order to squeeze a few more rows of seats onto the aircraft. Thankfully I'm not a big person and was able to squeeze into my seat without being too uncomfortable. When BA first started flying out of Austin, the food was great. Now, when I arrive at Heathrow, I get real food and take it on the plane with me. I don't know where or who makes BA's food, but it is not eatable. If BA did not have a direct flight from my home town to London, I would fly with a different airline. When we checked into Heathrow, the line was extremely long and only one person was checking people in. It took nearly an hour to get to the counter. I understand airlines are making record profits and need to make up lost revenue from the pandemic.

c, but I think BA has gone too far and has little concern for customer service in pursuit of profits.",


✓ Trip Verified | The flight departed over an hour late due to a late inbound plane. The plane was very full, and half of the economy class passengers were forced to check in their larger cabin baggage at the gate when boarding, making a complete mockery of the hand luggage allowance advertised. Lots of passengers on board were stressed out about missing onwards connections due to the delays (and some did miss the train as their next gates had closed by the time we disembarked at Heathrow). Onboard service was ok but minimal - BA gave up being a full-service airline some time ago. More concerning is that trying to get hold of customer services to make changes to bookings and deal with problems was non-existent. The airline seems to make it deliberately hard for its customers to contact it.',

✓ Trip Verified | I hate British Airways! We get to London on Oct 3 and our next flight is cancelled. We stand in line with 1200 other people to get it fixed and they tell everyone to leave the airport and call them to fix. They book us the next day..via online. Don't offer vouchers for hotel, we will miss our tour. Now trying to get home from Istanbul. Plane is here but should have started loading an hour ago. No explanations. May miss next flight. Will never travel with them again. Was this same problem April 2022 flight.",


✓ Trip Verified | Our BA flight from Porto to London Heathrow T5 was operated by Finnair using a Finnair plane and crew. This had been advised by BA shortly after booking, with the option to change flights if we preferred. Although the business class cabin was of a similar layout to BA Club Europe, i.e. with the middle seat kept free, my wife and I felt the seats were more comfortable and the legroom slightly better. Service was good on board and the meal was very tasty (we chose the beef cheeks). All was good until we landed at Heathrow! Although we passed through passport control without delay, once we were at the designated baggage reclaim, we just waited and waited! After an hour and ten minutes I went to the BA baggage counter to ask what was going on. They seemed unaware of an issue, but said they would find out! Over the next hour or so various other passengers also requested information and despite various announcements and a list of different excuses it was almost 2½ hours before the bags finally arrived. Frustrating to say the least. I subsequently complained to BA, but after 4 weeks there has been no explanation just the automated message from customer services 'we are experiencing exceptionally high volumes'. This response says a lot!'


✓ Trip Verified | The customer services (call centres et


c) are atrocious and sometimes callous. They just don't care. Long waits to speak to anybody, who then have no power to actually solve anything, and the calls just cut halfway without resolution anyway. If the flights are cancelled (as were my original ones) you're really left on your own and nobody cares. The onboard services are so-so but for short haul it's now "semi-low cost" which is confusing as you never know what to expect. This time we were given a bottle of water and a (very) small snack, whilst anything else had to be paid for. And yet on some other flights apparently you have to pre-order any additional food. It's confusing, which makes it not dependable. Cabin baggage is in theory generous compared to competitors in economy but then they asked more than half the passengers on this flight to check in the cabin baggage at the gate due to lack of space in the overhead cabins, leading to long boarding delays. Their whole offering hasn't been thought through very well. The USB power supply did not work throughout the flight (contrary to the announcement that the power be available after the seatbelt sign was turned off) so it was pointless providing the sockets in the first place. Not my first choice airline on this route and am just trying to use up most of my Avios points before I totally abandon them. I fail to see how it is deemed a 4 star airline.

 Trip Verified | I am a frequent flyer with BA and have been for the last 15 years. Having noted the ratings given, frankly, I cannot understand how BA scores three stars for most aspects of its service. In a nutshell, BA has placed profit margins over passenger appreciation. This fact was hammered home on my return leg, which was not in Club Europe. Quite alarmingly, BA appears to place profit over passenger safety by extending its "Business Class" seating up to and beyond emergency exit rows and then failing to ensure those seated in exit rows have the physical capacity to actually open the door in case of an emergency. I was not at all reassured to see an elderly and slightly built woman seated with the responsibility of opening the overwing exit should the need have arisen. Short-haul business (Club Europe) is simply a joke and only useful for gaining valuable tier points for lounge/pre-boarding benefits. While cabin crew service is excellent, the lack of space and reduction in refreshment choices, etc. places them a million 'air' miles behind competing airlines, such as Qatar, Turkish or Emirates who understand the true definition of customer appreciation and hospitality. BA has consistently eroded the value of their Executive Club and seems to be of the impression that recent changes in obtaining avios points during the booking process benefit passengers - really? I want to support BA and did enjoy flying

with them up to the point when they started penny pinching and became more deserving of the name "Budget Airways" The attached photos taken during my most recent itinerary highlight the difference in customer care/appreciation between British Airways and another airline used in this trip. Both flights were around 4 hours in duration, on the same day. Guess which one shows BA's in-flight offering!'

' | Flew with BA to Punta Cana. Took the trouble to reserve seats for both outbound and inbound flights. On boarding at Gatwick, realised we had been moved to much less good seats with other people sitting in the seats we had spent a lot of money reserving. Apparently there has been a change of aircraft and a number of passengers had been automatically reallocated seats for no particular reason. The crew said there was nothing they could do (although of course they could just have swapped us with the couple using our seats). We were told to claim a refund on return home. We did this via a complaint form. As BA offered us £100 in vouchers. We didn't accept this as it was less than the cost of the seats and also naturally we wanted our money back. We eventually got it but not without a fight. Very second rate shoddy airline.'

' | They downgraded me from business to premium economy. They took three months to get back to me and offered me 200 pounds or 400 AUD. The difference between business class and premium economy (which I never fly) is \$3000 AUD and the difference between economy and business is \$6500 AUD. They owe me at least 1500 pounds and to be very fair 3250 pounds. The downgrade was insulting and incredibly painful as I had a recent cancer operation and have a back injury which I have pointed out to them - I need to lie down. The wait for them to get around to me has been numbing. The insult of their offer has been the slap in the face to continue my degradation. The people I have dealt with at the airport have been down to earth, honest hard working people. The actual staff on the plane were warm and friendly - and helpful. The systems under which BA operates are some sort of medieval torture.'

' | The already delayed aircraft landed and apart from the small BA logo on the rear of the fuselage, there was no indication as to whom the carrier really was. Boarding turned into a farce with passenger groups being told to wait in one queue in order to board, only to be informed we were on the wrong plane and our boarding wasn't allowed yet. The interior cabin was reminiscent of a BA cabin from twenty years earlier except the tight legroom and uncomfortable seating which made a budget airline feel luxurious. The crew were not BA but from an unknown charter company. Service

was slow, and as usual, choices of food to purchase ran out before they'd reached row 24. I requested a cup of tea which never appeared. Thank goodness for my airport purchased water and the tiny offering of pretzels. The over officious senior flight attendant, who'd been facilitating in 'Club Europe' appeared in economy and immediately slammed down the armrests (whilst still in mid flight) making an already uncomfortable journey feel worse. "Cattle class" was definitely that! To say I was happy to land and disembark was an understatement. Never again BA, never again!'

✔ Trip Verified | Caught up in the Gatwick cancellation fiasco; at some point between what was smooth check in (unable to do online as part of group travel) and security, the flight was cancelled; (we were denied entry to security and departures as a result). It was at this point that we discovered BA Gatwick are not BA, but a masquerade, who are unable to help and provide very little assistance unless the 'real BA' provide information, and even though our baggage was now airside, didn't have a clue as to how we could get it back. It is, however, with thanks to a supervisor from Business Class check in, who came to our assistance and help with our predicament- baggage retrieval, information on what to claim and how, and our revised BA flight from LHR the following evening. (Difficult to give a rating for cabin service as we didn't even board the aircraft)",

✔ Trip Verified | BA has a real problem with boarding it's flights. Those who get on first fill the luggage bins with 2 bags, one of which is supposed to be small and under seat only. Cabin staff don't bother implementing their own rules. Subsequent passengers mill up and down the aisle, bumping into each other, searching for space. Boarding this flight took an hour as a result of this nonsense. The incoming flight was late already so our 90 minute flight was 90 minutes late.",

✔ Trip Verified | Our connecting flight from London to Glasgow was canceled and we were forced to wait 12 hours in the airport for a new flight. When we received our luggage at Glasgow we discovered that our luggage was soaking wet. My wife's luggage contents were wet and had to be air dried.',

✔ Trip Verified | The worst airline I have ever flown with. Allocated the very back row next to the toilets and galley. No chance of getting any sleep, question asked of possible seat movement ignored and getting bumped the entire time by cabin crew walking or pushing kart up and down aisle without one apology. Would have been better sitting in the luggage compartment.',


✔ Trip Verified | Excellent service levels, proactive crew and superb food and beverages. I found all aspects of th

e service to be superior to BA business class, even the new BA Club Suites. First Class felt exclusive, the dedicated crew were clearly used to working the premium cabin, enjoying their work, were proactive, friendly, very respectful and the food and beverage offering a considerable step up from business class. The seat, with sliding double doors was spacious, well designed and very comfortable. British Airways offered a solid First Class service, from Concorde Lounge to boarding (which was actually by group number for a change) to the very warm and genuine welcome on boarding. A consistent, solid, comfortable service from start to finish and if the price was right, I would not hesitate to book First Class with British Airways again.',

"Not Verified | Booked a very special holiday for me and my partner, September arrived and we were on our way to lovely South of France, Booked Business Class for us both to start the holiday right. As we were checking I was told the flight was over booked and our seats wouldn't print onto the ticket for some reason. We had already made sure the seats were booked when we had booked the flights nearly a year prior to going. Unfortunately when we arrived at the gate we were then told we would no longer be sat together and one of us would in fact have to go into economy. My girlfriend is an extremely nervous flyer and so had to take extra tablets to remain calm, She didn't have any food which we had pre booked also and she was sat right down the bottom end of the flight. We were held at the gate with another 4 or 5 couples all in the same predicament all due to the lovely money grabbing British Airways over booking the flight. They ended up refusing passengers in the end and even had people sat on the fold down chairs in the toilet area. When we eventually arrived in France late, we was waiting for our luggage to come. Our air tags stated that both our cases was in fact still in Heathrow. We then had to wait 4 days for them to eventually come in to France by this point our holiday was ruined. British Airways was absolutely shocking, we couldn't speak to anyone as all the phone numbers were no longer in use. We felt stranded in a foreign country with no clothes and no one to help us with what to do next. Every day we watched them case not moved as we were tracking with air tags. it was so frustrating not being able to plan our days in hope we would get the call to then drive all the way back to the air port 2 hours each way to collect our cases. we ended up going out and buying new clothes toiletries and all the stuff to make the best of our ruined holiday, saving all the receipts thinking we would be able to claim it all back. how wrong I was. British airways take zero responsibility and fob me off with going through my insurance. British Airways only pay for basic esse


ntials, Pants and toothpaste. I filed a complaint when I got back and requested my money back for business class and they haven't even had the decency to even respond. They are an absolute joke of a company and I wish they would remove British out of there name because there is nothing British about them. Do not give them your money, they cant even look after their staff let alone customers. Oh and don't bother trying to cancel your flight either as they just take all of your money off you and give you nothing back.",


'Not Verified | Just returned from Chicago, flew out 10 days ago on American Airlines absolutely superb in every way, had high expectations on return flight with BA.\u2028What a disappointment.\u2028The Airbus A380 may be nice from a pilots perspective but as a passenger it was awful.\u2028Very uncomfortable seats, the inflight entertainment and flight tracker failed to work throughout the flight, the inflight meal was inedible and the service was mediocre at best. Our short flight from Heathrow to Manchester was much improved, very welcoming and attentive in flight staff and the flight even arrived early. In future we will travel with one of the American carriers. ',


 Trip Verified | BA standards continue to decline every time I fly with them. This time, a 45 min late departure, which seems the norm for BA, and no information from the rude and clueless boarding gate staff. The Club lounge was overcrowded, dirty and grubby and cleaning staff could not cope. How many more cutbacks is BA going to apply before they become truly low cost. As a 35 year veteran user of BA, while people complained of Alex Cruz cutting costs, the past 3 years has seen them decline very quickly under their latest CEO. One reads the occasional article about BA improving things, but I have yet to see anything substantive. There seem to be few British staff left amongst the cabin crew, so maybe time for a name change and give the flag carrier status to a proper low-cost - and sadly the staff service has declined year on year. Onboard, the catering remains poor and surprised that Do&Co can produce such rubbish meals when I have sampled their Turkish Airlines equivalent in August that was superb - guessing BA are too tight with their budget. Onboard WiFi service is a joke and should be avoided.',


"Not Verified | Awful. Business class check in queue just as long as for economy, probably because half of the desks were not staffed and Terminal 5 is chaotic. Business lounge overfull, couldn't get seats. Delayed flight, unmanaged chaos at the gate. No drink on boarding, first drink served an hour after take-off. The meal was poor, used to get better in economy on other airlines. British Airways has won the race to the bottom of the cheapskate stakes. Not looking forward t


o the flight home.",


" Trip Verified | Not a reliable airline. You cannot trust the timing at all. I had a 6.45am flight, boarding was on time, but then we are sitting in the plane for already (1.5 hours) and the expected departure is still not clear. They have discovered the engine is not working! I am risking to be late for a business meeting in Geneva. How come they bring a not working plane to the gate. The funny thing is that I had another business trip in spring 2023, also with BA to Amsterdam. When I arrived to the Airport that time - I was told I don't have a seat. I was put on the next flight in several hours, which should have got me to the business meeting late, but still not too much. A lot of stress. In the end, on the second plane we were sitting in the cabin for 1.5 hours and I have missed the meeting. I thought it was a dramatic unlucky case that time, but today I see it's routine for BA not to fly on time.",


" Trip Verified | I take comfort in reading the last ten or so reviews to see I'm not the only traveller to put in words, how absolutely abysmal British Airways are! The only reason we are stuck using this awful airline is to use up points. We booked Club Europe months ago. London to Athens, sat in row 3 and told they had run out of food options, only choice was lentil pie or green curry. Returning Athens to London Club Europe. Couldn't check in online as promised so arrived at the airport 3hrs early. To be told they had overbooked the flight and basically we were being 'bumped' to economy. This airline fails to deliver time and time again. It is a national disgrace and I implore everyone to choose an alternative. ",

' Trip Verified | The worst journey in my life. The connection time at LHR was only 1 hour, but the flight from MXP was on delay. I had to rush to change terminal by train and arrived risking a heart attack. After that the plane just stayed there for another 40 minutes. Despite that, upon arrival at SJC my baggage was lost. I filled the form and gave to the employee. I was not given any receipt, so I did not have any reference number. BA phone number at SJC simply never answer. I called twice the toll free number and realized they did not record the delivery address. I had to enter myself online, dealing with a shitty website. They delivered the baggage three days later. I claimed for compensation online, as I had to buy clothes and other stuff and I did never get a receipt. I was expecting an upgrade for the flight back to MXP, but nothing happened, neither they allowed me to enter BA lounge at SJC. Bad customer service. The only positive side was price, but obviously this cannot justify this treatment and if I knew , I would never flown by BA. Never again! ',

' Trip Verified | The airplanes and the lounges are worn out, old and broken. From Dallas to Heathrow, multiple first class seating and electronics were non functional and poorly designed. The first class seating from Heathrow to Dubrovnik was nothing more than a tray blocking the middle seat of a standard coach ticket. Very disappointed.',

' Trip Verified | One of the worst experiences on the worst airline. The flight was delayed due to earlier technical issues. The time slipped from 17:00 to 20:00 to 22:00 and finally cancelled. There was zero information given. Despite paying well over the odds for business class, we were booted out of the BA lounge two hours before the flight. When it was finally cancelled, the BA staff. Without explanation, told everyone to go to a gate. After another hour or so they made us re enter the UK via passport control, a further 40 minute wait. By now the airport was closing and there was no sign of our bags or any help from BA. A passing Gatwick engineer finally helped us locate the bags. BA completely washed their hands of us and in contravention of CAA rules refused to find us accommodation. Many slept in a bus stop overnight. There were people with young children who couldn't find somewhere to stay and yet BA had closed down and left. The following day the replacement flight was also late and due to an admin mistake had no catering or liquids for a 2 1/2 hr flight. Overall the service was shockingly bad, the worst I have experienced from any airline. I will not ever use them again.',

' Trip Verified | Cancelled our flight last-minute then moved us onto a flight 2 days later operated by Japan Airlines. We had paid a lot extra for extra legroom seats as I am very tall and they assigned me a middle seat deep in the middle of the plane. Because it was operated by a different airline but booked by BA, neither BA nor the other airline could change my seat over the phone despite seats being available. After 4 hours of waiting in queues and sitting on hold their solution was for me to arrive early at the airport. I did but the seats had already been given away for free by people who had booked directly with that airline and could check in online. I got a £10 meal voucher as compensation for this enormous downgrade on a 14 hour flight. Never again will I fly BA. I would rather fly indirect with better airlines than use this disgrace of an airline again.',

" Trip Verified | I had a flight from Miami, Florida to Dublin, Ireland, via London's Heathrow airport. The outbound flight from Miami was delayed and we were further delayed when our gate was occupied when we arrived in Heathrow. The total delay was roughly an hour, but it was enough to make our connection a challenge, where we had 73 minutes between original arrival time until the departure time to Dublin. When w

e headed to our connection flight, we were stopped by security personnel at a checkpoint and told us that the gate to our connection flight had already closed. This was twenty minutes prior to departure time. They ushered us to customer service to be rebooked. Given the busy weekend of travel, we were rebooked on a flight at a different airport and were told that our cost to get there would be reimbursed. We then waited 3 hours for our luggage, and then took a cab to London's City Airport. The cab fare was roughly \$500. When I filed a claim with British Airways, they refused the claim and told me that we had plenty of time to make our connecting flight and therefore they denied my claim to be reimbursed for the cab fare. This is after I explained that it was British Airways employees who ushered us to rebook the flight despite the 20 minute timeframe to make the connecting flight. The person who rebooked us, told us it was policy that they close the gate 20 minutes prior to departure. I will never fly this awful airline again. Given the other feedback on this site, it appears that that is the overwhelming sentiment.",

✓ Trip Verified | We started our day with BA in Prague. The flight actually left on time! I came to find out that's very unusual. We purchased business class seats. As you can see from the picture they hardly were business class. All they did was block off the middle seat in the first few rows and called it business class. Horrible flight. In addition I had a really rude check in clerk basically yell at me when I excused myself and asked if she could give a little bit of priority to the many business class passengers who were n't being served. Then we got to Heathrow and the real fun began. We had a 4 hour delay. They gave us about 5 different excuses for the delay. I had a few employees walk away while I was asking them questions. They were very rude. At one point there were no employees left. And from the announcements it seems virtually every BA flight was delayed. And there were no weather issues. There was no place to comfortably store items in business class. I've never experienced that before. Not even a cup holder for my bottle of water. The seat controls didn't work well. You had to keep pushing the buttons to get them to do anything. The power outlet didn't work. There was no internet the entire flight. The overhead luggage bin was too heavy. I almost got a hernia having to close it. This is a horrible airline. I'll never fly with them again. If I could give zero stars I would.',

✓ Trip Verified | I fly British Airways weekly not because I want to but because they own the route there's no other option therefore they frankly don't have to care about the customer. The flights are always delayed and it's always someone else's fault be it weather delays to incoming aircraft o


r flight traffic control issues I've heard it all and for the life of me cannot understand why they are allowed to operate. I've been around the world and traveled with all of the world's airlines but British Airways are really the worst of the worst. It's such a shame to have watched what used to be a good company fall down a cliff. My advice is if you have an option to fly with anyone else then exercise the option but if you're flying with different connections and you have a tight schedule do not expect BA to get you to your destination in time.',

"Not Verified | Everything was ok until our connecting flight in London, just before take off, we were on the runway, the pilot came on to announce an engine problem. After engineers tried to fix it while we waited on the plane for over an hour we were finally told that we would have to be evacuated and rebooked for another flight but not to worry because a special crew was waiting for us on the ground to help us and set us up in a hotel except that there was no one to help us. In fact everyone refused to help us. It was Saturday almost 8pm and they just wanted to go home. Anyone with a connecting flight couldn't rebook on the application because the app wouldn't disassociate our first flight with the connecting one in London and the staff saw this but still refused to help us. They gave us a phone number but there was only a message that said just to use the app. Finally I got someone on the phone who rebooked us for the next day. Now it's 10:30 pm and I have to find a hotel room because the airline refused also to help us with that. So i had 2 choices either sleep in the airport or pay over 700GBP for a room. I don't have the money to pay for this but after a 10 hour flight, 8 hours of jet lag and the insane stress after the fact that no one from British Airways would help us I took the room. Of course I claimed reimbursement but that was over 3 weeks ago and I haven't heard anything since so I have no idea when or how much I'll be reimbursed, even though I'm not claiming any emotional compensation from the horrible situation they put me through due to their total indifference. It's financially difficult for me right now because the money I had to put out is equal to half my salary and of course it's impossible to reach them by phone. I feel still as i did on August 26 2023 completely trapped by them and their indifference with no solution or information",

'Not Verified | My initial flight was cancelled 8 hours prior the flight. Then I was automatically rescheduled for next day. Next day, the flight was delayed leaving Hamburg and missed my connecting flight to Las Vegas. Me and several other passengers spent the night in London. British Airways provided us with vouchers but the transfer bus dropped us at th

e wrong hotel (closest to our hotel) and told us that we can walk there if we want to. As a result, I lost two nights hotel reservations that I made in Las Vegas. I opened a claim and provided all receipts to British Airways to get refund of my hotel reservations, but over 5 weeks now, not a single feedback from British Airways. I will avoid all flights with them in future, and will share this story.',

'Not Verified | We will never fly British Airways again. Our flight on July 15 2023 from LHR to LAX was cancelled 20 hours before departure without any explanation. Since 8 weeks we are now waiting for the refund and BA does not pay us the cost caused by the cancellation. Very disappointing.',

' Trip Verified | Check in and security clearance very quick at LHR T5. My wife and I used the Galleries North lounge and at 6-00am it was easy to get a seat. Good buffet breakfast options. Flight boarded on time and flight departed on time. I was seated in 4 A, the Club Europe seats on the A320 seem to be getting smaller and legroom (I am 6ft) was very tight. Cabin Crew service was fine. I chose the full English breakfast, it was ok, but there was a lot of water in the bottom of the bowl. Flight landed on time. Overall an OK flight but Club Europe doesn't feel very premium these days.',

'Not Verified | British Airways has confirmed itself as the worst airline in the UK. Last minute cancellation, no explanation, refusal to book with another airline "because we don't have an arrangement with them". What's happened to what used to be our national airline?',

' Trip Verified | Worst BA experience. I was supposed to fly out to Italy on 7 September 2023. I arrived at OR Tambo International airport ready to check my bags in (I already checked-in online the previous evening so I had my boarding pass ready). At the counter I was told that I had been off-loaded from the flight as my connecting flight has been cancelled. No information was sent regarding this beforehand. The team at the check-in counter tried to get me on another flight that evening, but there were no flights available. They did manage to get me another flight the following evening with Lufthansa to Italy via Frankfurt. However, I did miss the first part of my trip having arrived a day and a half later than I was supposed to. Upon moving the flights I did ask the BA staff whether my flights back are still valid and that everything is in order, which they assured me is correct. I have to fly back to South Africa on 18 September and upon checking my booking information I noticed on my BA account that my first flight (Milan to London) is just missing from my booking. My connecting from London to Johannesburg is still there. After spending the entire morning on the customer helpline two different operators picked up and in both instances


s, the moment I proceed to give my booking reference number, my call gets dropped. Currently it seems like I will be arriving at the airport again on Monday without a flight.',


✔ Trip Verified | My daughter and I were denied boarding on our business class flight from Madrid to Heathrow in March 25, 2023, the first leg on our return flight to Victoria, Canada. No reason was given for the denied boarding by the check in staff at the British Airways counter in Madrid, who said they were only agents and told us to call British Airways. We were three hours early for the flight and had valid passports. After many tries we finally reached British Airways by phone, but we were told to call Expedia which had booked the flights. Expedia confirmed that we had been bumped from the flight, with no explanation as to why. Expedia then began a long process of finding alternative flights. Over the next 24 hours we had numerous calls with both Expedia and British Airways. Incredibly, the next available flights were 9 days later on April 3. This was almost unbelievable, but after many many tries it was the best we could do. Even though these were Business Class tickets. Part of the problem was that apparently rules did not allow any changes to routing for any segment of the flight. This nine day delay was a major problem for us. I had to miss work and my daughter was missing school. Further, we received no compensation from British Airways, no penalty fee, and not any reimbursement of our expenses for staying the nine extra days. After our return I began the British Airways online complaint process, and submitted all supporting documents. I received an email reply and a case reference number. And then nothing. I sent numerous follow up emails, and received no replies. It is now months later, and still I have not heard from British Airways. This is shocking, and definitely the worst airline service I have received for my thousands of flights over many decades. I am a very patient person and this is the first time I have commented on this type of forum. I think the public should be made aware of extremely poor customer service at British Airways.',

✔ Trip Verified | Despite boarding being the usual free for all at LHR with groups 1-3 being called to board all at once. Whilst those passengers who had agreed to check in a bag in at the gate, getting to board before anyone else! However, the service on board was impeccable. Superb crew, friendly, attentive, interacting with passengers and generally appearing to be enjoying their job. Like BA in the old days and at its best. Food choice and quality seems to have improved too (no beef cheeks thankfully) and even the Club kitchen appears to have returned. Old style Club seating, but is at least better, and feels less cramped, on the 787's.",

'Not Verified | Flight cancelled, no crew! 9th September 2023, not peak holiday period so why such bad management by BA? Sent to the gate left standing of over an hour and then flight cancelled. As were other on that day. Why does BA continue to provide such poor service - a national disgrace.'

'Not Verified | The worst service ever, my baggage did not arrive on time. Both my flights were delayed. I will never fly them again. Even the food was bad and your service.'

' Trip Verified | 4/4 flights we booked this holiday were delayed about 1-2 hours. No wifi available on 2 of 4 flights Food and drinks very basic and expensive. Cannot recommend'

' Trip Verified | British Airways has a total lack of respect for its customers. I was booked to fly from Frankfurt Main to London City Airport, and just a couple of hours before the scheduled departure the flight was suddenly cancelled by BA without explanation, when I was already at the airport. The worst thing was the utter callousness that staff showed towards customers. The ground staff's attitude was that they are merely third party agents, not BA employees, and therefore they quickly washed their hands of us all, telling us we had to contact BA directly via phone if we wanted help. They couldn't even provide us a phone number, telling us to look it up on ba.com ! So BA abandoned its passengers. They did tell us that the BA departure to Heathrow had also been cancelled, meaning there would be no further BA flight from Frankfurt to London that day (although other airlines were still operating the route- but BA refused to rebook us on them). The reason given for both cancellations was "technical reasons". No assistance or information was provided on our rights due to cancellation, nor any information on help regarding food/ accommodation help etc. Their attitude was literally that the cancellation had nothing to do with them and it was our problem, not theirs. I received an email an hour later notifying me that I had been automatically rebooked on an alternative flight 24 hours later, which wasn't acceptable as I had to get back to London that night. I rang BA's call centre and again, they showed a high degree of callousness. 95% of the half-hour call was spent with me waiting on hold, with the phone just cutting off after half an hour, and no meaningful information given to me by that point. There was no attempt by the call operator to call me back when the line cut (and I had a solid phone signal and wifi as I was still standing in Terminal 2 of Frankfurt Main airport), even though my phone number is listed in my booking contact details. They just don't care. In the end I had to arrange my own return to London by taking a coach to Hanh airport which was 112km away , waiting there for 5 hours and then booking an exp

ensive last minute ticket with Ryanair to Stansted. At least that flight operated on time and got me back to London! BA is worse than a low cost carrier now.',


✓ Trip Verified | London Heathrow to Keflavik, Iceland in Business Class on an A321. British Airways provides an unusual Business Class experience for intra-Europe flights. The seating is similar to most airlines - middle seat vacant and little extra space - but on British Airways the Business Class cabin extends to almost half the aircraft. This makes it less than a premium experience at every step, from boarding to onboard. The WiFi worked for only half the flight and there are no refunds. But when it worked it was surprisingly fast. Service on this flight was very good and we got to Keflavik on time.',


✓ Trip Verified | Mumbai to London Heathrow in Business Class on an ageing B777-200. This aircraft featured the older Club World flatbed seats. They are comfortable, there is enough storage space around the cubicle, and the monitor screen is among the larger ones I've seen on airplanes. BA's new Club Suites are said to be far superior, competing with the best B-class rivals. The entire Business Class cabin had just 2 washrooms but it wasn't an issue on this flight since the premier section wasn't at full capacity. There was Wi-Fi on board, fast enough to even send videos via messaging apps. Service onboard was competent but the staff lacked warmth. The food was alright and no more. The biggest plus of this flight is that it gets out of Bombay at 1:10 pm in the afternoon instead of the ungodly early morning hours most international flights take off from India. The airport experience is far more pleasant at this time. In summary: British Airways provides a good, but not spectacular, Business Class product.",

✓ Trip Verified | Care and support shocking. Written by a previously loyal BA traveller. Lies and misleading unprofessional service. Told that my flight was cancelled. Booked on to next available flight in downgraded cabin from business to premium economy. Called to ask why. Told technical fault with my original flight. My suspicion was another reason. At airport, check in staff said that not enough crew to staff original flight earlier in day. Why take my money and allow me to book a flight which would have allowed me to get to work as a doctor in the first place! How can you trust such an organisation to look after you as a flying customer.',


✓ Trip Verified | Flying A380 business class should be a pleasure but BA has made it a disaster with the worst seating and configuration imaginable. How could any sane person could jam so many seats into a limited space and expect passengers to be happy. Seats are narrower than economy on some ai


rlines and you must face another person until a plastic screen is raised. The Tv screens are the size of a medium sized tablet and the controls are behind your head in a sitting position. There is no where to put anything except one small pull out draw at ground level that can not be reached when seated nor accessed when sleeping . The window seats and middle seats are accessed by having to jump over a passenger on an aisle seat and the seats are so low that they are hard for elderly to get out of. The whole business class set up is a sick joke. Eating is difficult because the seat is not close enough to the table and the tables are so flimsy that drinks can fall off. Are there any redeeming features - the answer is no. If you like a little comfort avoid BA like the plague.

 Trip Verified | British Airways absolutely does not care. My reserved seat was change from an aisle to center seat for this overnight, full flight and it was quite awful. After enquiring at LAX check in, the agent said sorry, nothing we can do. Onboard the flight the attendants seemed to try and finish the meal service at a racing speed, with meals trays passed out with no proper questions about choice. Then back and clearing trays and they disappeared to rest in the kitchen for hours after that. No water runs, if you need anything do not bother with the call bell, as they simply ignore it. I used to like travelling British Airways 10-15 years ago, but the bean counters have been in and lowered it close to a lowcost carrier. I guess staff are badly paid from their terrible attitude and service. My last trip to London was with Delta, they are so much better than this very poor excuse of an airline that British Air has now become.'

 Trip Verified | My recent experience with British Airways was not just horrendous, it was an utter abdication of responsibility on their part. I arrived at JFK ready for my flight to Malaga, only to find it had been cancelled with zero notice. After a draining 2-hour altercation, I was finally placed on a different flight. The nightmare continued when I landed in Malaga sans luggage, containing essentials for my son's wedding. Thirty agonizing hours later, the bags showed up—but my brand-new iPad and a special watch for my nephew were missing. The items weren't merely valuable; they had emotional significance, which made the loss even more gut-wrenching. You'd think a reputable airline would make amends for such errors. Despite the clear mishandling of my baggage by their team, they refused to offer any reimbursement or even a modest amount of airline credit. Their customer service was not only ineffective but also astonishingly callous. Their response was, in essence, "It's your fault for trusting us with your belongings." This isn't just poor customer

service; it's a complete disregard for basic human decency and responsibility. British Airways had numerous opportunities to right their wrongs and chose not to. If you have any respect for your time, belongings, and emotional well-being, avoid British Airways at all costs. They not only fail to deliver on promises but also refuse to make amends when they err, leaving customers to bear the brunt of their incompetence.'


 Trip Verified | This is to express our displeasure and concerns regarding our flight to Italy. Our trip was effectively ruined by the failure of our luggage to arrive with us, coupled with the length of time it took for it to eventually reach us (9 and 12 days)! Our departure dates: June 19, 2023 - Flight BA 294, Chicago to London. June 20 rebooked by BA on BA 546, London to Rome. All flights were late. On arrival in Rome, my wife was forced to walk to the check-in desk because our reservation for wheelchair assist from the plane was never transferred by BA. She was told by the cabin crew that there was no reservation for her transport. Also, our checked baggage (2) failed to make the BA rebooked flight from London to Rome. BA took 9 days to deliver my bag and 12 days to deliver my wife's. I called BA Baggage Claim Services daily. I was frequently cut off after waiting on hold for over an hour. We had Apple Air tags in both bags, and sent pictures showing their exact location to BA Baggage Claim several times. After 5 days, BA stated that they found my wife's bag, but needed to verify ownership! Both bags as described had bright pink 4" easily visible tags and bright pink bows. Taking 9 and 12 days to deliver them is inexcusable. Our return date: July 3 - BA 553, Rome to London. BA 297, London to Chicago. All flights were late. We arrived in Chicago more than 3 hours late, missing our ground transportation to our home in Michigan (3 hours away). We had to find a hotel and stay overnight near Chicago. On July 12 we filed our expenses for replacement of lost clothing and toiletries, also for food purchased at Heathrow due to the flight delay and overnight hotel charges in Chicago. After 2 weeks, I went online asking for some follow-up on both cases, but have had no response at all from BA. We are retirees on fixed income, and can not fund BA's errors. I can honestly say that the times I was able to reach a human being, they were all courteous and attempted to help, but appeared at a loss. ",


 Trip Verified | I flew London to Malaga on 27 August in Club Europe. We stood around at Gate B45 in Terminal 5 for over an hour, with staff giving very different reasons for the delay, late inbound aircraft etc - but the plane we boarded had been sitting there for more than an hour! After boarding, the captain stated that because they had changed planes


there would be no meals served. This is Club Europe, and we received one small packet of crisps throughout the flight. No effort to apologise. We smelt the hot meal for pilots being heated and then saw it being served to them on a Club Europe meal tray. Cabin crew also had warmed pastries (and were very quick to use air freshener in the front galley!) while customers received zilch. BA sent an email the following morning to say sorry - nothing else. What a complete and utter rip off by an airline that is already cutting back on so many things. I paid a full Business class fare, did not receive any part of the onboard meal service and they expect an email to be sufficient. Avoid BA if you have any other option nowadays, they are the worst in Europe.',

✓ Trip Verified | I arrived at the airport about 2.5 hours before takeoff to have more than about time to get checked in, go through security, etc. All that went without any issues. Being that I was relatively early at the gate, I was one of the first passengers there. After some time boarding had opened. First the business class got called up, then families with children and disabled people. A couple minutes into the boarding they started to call up people, one by one, by name. Then there was an announcement: they won't let anyone in anymore. Me and about fifty other people were still standing at the gate not being let in. The reason, they said, was that the plane was short staffed (Later I discovered, speaking to a manager, that not only the flight was short staffed but also it was overbooked). After the announcement people were getting angry because they wouldn't be let in anymore. Nothing changed and everyone was sent away. I had a connecting flight later that day that I was going to miss because I was not let on the plane. First I tried to get my luggage back which I didn't receive immediately but got a hold of later on thanks to the airport personnel. Then, just like everyone who was going to fly with the same plane, I wanted to talk to someone from British Airways. Since they don't have a service center at Frankfurt Airport everyone went to the check-in counters where we received food vouchers but not a single person was either able to rebook my or anyone's flight nor get anyone refunded. All the staff said was that we were going to receive an email in a couple hours with options to rebook the flight or get a refund. I waited four hours for the email at the airport that did not come until today. Trying to call the airline did not help either because they did not answer the phone or hung up in the middle of the conversation. After the four hours of waiting for the email me and some other people from the same flight went back to the check-in counter to get a confirmation from them that I will receive a refund. Being that there was a new shift the personell


did not know what had happened. When they scanned my passport and looked at the flight they found out that the system was dying that it was my fault I could not attend the flight. It looked like I had missed it. For everyone standing there with me it was exactly the same. But the people at the counter said they could not do anything about it. Later on we were able to speak to the manager after many phone calls he said they were going to take care of it. We are supposed to get an email at some point in the future. I was not able to get a written confirmation that I will get refunded even after several times asking for it. I already flew a lot of times in my life but never ever has such a thing happened to me. Not only that me and so many other people were not let into the plane but also the customer service being so horrible that they were not able to rebook or confirm a refund in any way. In the end the only option for me to get to my destination would have been to book a last minute flight for a lot of money which I would not know if I ever got it backed.',

' Trip Verified | Filthy plane, cabin staff ok, appalling customer service staff who couldn't care less when dealing with a complaint. Paid extra for club Europe/business class. Food was poor, they gave you wipes to clean your seat area yourself and we were split up so they could accommodate families. Not really what you expect when you pay for the extra service. Will be cancelling our other bookings we have with BA, even if that means we lose our deposit.',


' Trip Verified | \xa0 \xa0Chaos at Terminal 5 with BA cancellations and delays, and staff give different reasons depending on who you ask. 9 out of 10 answers were lies. Sadly, BA airport standards at T5 are worse than ever, and we are long past being able to use Covid as an excuse. As a short haul club Europe trip, I expect very little from BA any more, and they barely even provide that, with cutbacks during Covid that are now permanent. If you can find an alternative carrier on the same route, choose them rather than BA. Sadly, on my route BA have a monopoly.\xa0',

" Trip Verified | \xa0\xa0As always when I fly BA it was a total shambles. I was booked Manchester - London - Madrid , BA first leg and Iberia 2nd, I try wherever possible to avoid BA, however the Manchester - London was late, however I ran for my IB flight and got to B gates just as boarding started, being Group 1 I went to board and the gate sounded an alarm, BA had removed me from the IB flight to a BA flight 3 hours later! As BA had reissued the ticket IB could not put me back on the flight, so 3 hours wasted because of BA's total incompetence. This airline is a total disgrace, the crew were not nice, typical BA crew oh im so fabulous I don't need to be nice to paying passengers, club europe cramped and ter


rible food! ",


' Trip Verified | First time using BA business class but we were pleased with the service received. No one was waiting at check in/bag drop and through security in 2 minutes. We used the lounge in the b gates area which we found quiet with plenty of food and drink on offer. Boarding was quick and the cabin was on a 1x2x1 layout with 12 seats although there was a larger b/c cabin behind that had about 30 seats. Again food and drinks were plenty full and good quality. Service from the cabin crew was excellent and the cabin manager (Lauren) even made up a birthday card when she found out it was my wife's special birthday. Departed early and arrived at JFK early as well. The only thing that I disliked was paying £117 each to select our seats and no free wi-fi.',


'Not Verified | Extremely rude ground service. We were non-rev flying and London was our connection/layover. Gate agent was extremely rude and forced me to check my carry on suitcase with the explanation that it was "oversized." However, when I put it in the sizer, it fit perfectly without force. The plane was not fully booked and had lots of room overhead. The gate agent was insistent and rushed us with no regard for the fact that we would have to redo security in order to get our bags again, as we were switching airlines and needed to carry them on due to our non-rev status. The flight itself was good, attendants were polite and helpful. No complains there. Just extremely unhappy with the gate agent service. I understand that it is not a pleasant job and frankly I would not be overjoyed to work there either but that does not explain why we had to be inconvenienced with no fair explanation or attention.',

" Trip Verified | My son and I flew to Geneva last Sunday for a skiing holiday in Les Arc. The flight was cancelled moments prior to boarding and we were transferred to a flight departing three and a half hours later, that then got delayed by a further three hours. They didn't load any food onto the plane and forgot to load the baggage for all the business class passengers who had been on the earlier flight. Problems happen, it's a complex operation. What is totally unacceptable is the service one receives when there is a problem. The offshore call centres are unhelpful and obstructive, wanting to fob off issues by getting the customer to call special help lines that merely refer one to a webpage and then cut off. The web pages are often unable to give information as they are not updated and often refuse to update your inputs 'at this time. please try again later'. There is no access to people that are willing to help, empowered to help, or actually move a situation forwards in any way. We've been sitting in a hotel waiting for the bag to arrive for two and a

half days, unable to ski due to our entire wardrobes being in the cases. The outdated luggage 'tracking system', had the suitcase in Geneva 2 days ago, where it sat with no-one willing to step up and get it delivered. What an incredibly heartless and incompetent company. ",

' Trip Verified | For the price paid (bought during a sale) it was a decent experience although the club class (business class) seats offer no more legroom than economy class (using short-haul fleet on a 4 hour flight). Fast track through security was not honoured. The lounge at Istanbul airport was over-crowded as it is also open to the public who can pay for usage, causing a long queue for entry , which was badly organised. Boarding was smooth, cabin crew were friendly but their service was hit-and-miss. Eg. Some people got a "welcome" and some didn't; Half of the cabin was automatically offered coffee after dinner but not the other half. However, drinks were replenished generously and regularly and the meal was good (with a choice of three mains from the menu).',

" Trip Verified | Flight left on time and arrived over half an hour earlier than scheduled (thanks to strong tail winds). The flight was full but no catering had been loaded for economy passenger at Heathrow so for 3 and a half hours we only had a small bottle of water and a small packet of corn snacks. Nothing at all available to even buy to eat! Worse than a low-cost carrier experience in this sense. One of the light panels overhead the seats towards the back of the plane was broken and loose and just hanging above the unfortunate passenger's head for the whole flight (poor maintenance of cabin). I would choose another airline on this route in the future, as one of their competitors offers full meal service on this route even in the economy cabin.",

' Trip Verified | Very Poor Business class product, BA is not even close to the other airline leaders. Which ever way they sell the seat on a 777 it is a 2-4-2 layout. The cabin feels and is very cramped. The food in business class is economy quality just served in a china dish! However, the price of course is at premier levels. The only positive of the whole flight and return were the cabin crew who were fantastic. I felt genuinely sorry for them having to try and flog such a poor product. Would I fly BA business again? only if there were no other options and I had no choice.',


'Not Verified | This review is for LHR-SYD-LHR. BA015 and BA016. Business class had a 1-2-1 configuration on 777 giving space, privacy and easy aisle access. Seat reclines into comfortable flat bed. Good quality pillow and duvet. Privacy with sliding door. Good storage space around the seat and charging point. Flights on time - no delays. Gluten free meals were very poor in quality and presentation. Warm processed me


at between two bland slices of GF bread apparently is a business class breakfast. On two sectors the main course (no choice offered) was bland fish which was served in a single small tray covered with foil - in business class? Condensation had formed as the dish was reheated (probably from chilled) so the offering was sitting in a weak watery liquid. One crew member appeared genuinely apologetic as they meekly served one meal. Do BA also serve the same GF offering in economy, economy plus and first on a long haul flight? My advice if GF - take your own food or dine in the lounge if you are in the care of BA for 24 hours. My travelling companion had very good regular meals, or so they told me, with a choice of main course on the same flights. Crew gave the impression that they were doing a job covering the basics and rather than welcoming and engaging. Usual hospitality industry waffle about service but little of substance delivered.',

✓ Trip Verified | Absolutely pathetic business class product. BA is not even remotely competitive with other International airlines in the business class market. With old outdated 8 across seating - no, I did not make a typing mistake - you either have to climb across someone or someone has to climb across you to gain aisle access. The crew must also hate this layout since they have to reach through little window openings to provide service to passengers in the 2 center seats. BA, like most other European-based airlines does not have a factual Intra-European business class product even though they promote & sell business class. Intra-Europe flights feature the same 3+3 seating throughout the aircraft & the only difference being the middle seat is left empty in "business class" & passengers get a meal & drinks, but this does not justify the higher cost. BA's Trans-Atlantic business class product is only slightly better because of the "narrow" 8 across seating. The biggest surprise on both the LIS/LHR & LHR/IAH flights was that BA has, in fact, substantially improved their food quality. Shocking! Unfortunately, it is served in the WORST business class configurations of ANY International airline I have flown. The entertainment system & small screens - my laptop screen is twice the size - is like an airline offering 2 decades ago. The flight crew was "pleasant & perfunctory" which is about the best one can expect from a BA crew. BA will simply never match the quality of carriers like Singapore, Emirates, Qatar, Etihad, EVA, ANA, Japan, Air New Zealand, Qantas or many others. BA can compete with US-based airlines like Delta, American & United, which are also not even in the same Universe in terms of a high-quality business class product. One of the biggest slaps in the face is that BA expects business class passengers to pay to select seats, even though they have paid thousands of dollars to

fly business class. Several hundred US dollars for Trans-Atlantic flights. Only if you wait until 24 hours before flight time are you allowed to select a seat at no cost. Certainly another BA Management decision that was made without a functioning brain.',

'Not Verified | Overall not bad. Staff look tired and overworked, trying their best. Weird seats, I was in 21G going, and 21D going home. The buttons to press for the seat recline are so stiff I had to get help on both flights to get them to work. There is another button, also very stiff, to bring the "leg rest" out. This is an awkward thing which doesn't come up far enough to be of any use at all for your legs, but just obstructs your feet really. Again, I had to get help to activate the very stiff buttons. At one point, the lady next to me was pressing the buttons for me while I tried to recline, sit up, or put the "leg rest" back. We gave up and called the flight attendant, who also had trouble. BA: please give this some maintenance! Food: only one out of three menu choices available by the time it got to me in Premium Ec. It was pasta and was not too bad. A Christmas Turkey Dinner was offered, but why not load more if it is so popular that it is not available 10 minutes into the meal service? "Breakfast" was an unidentified soggy pastry thing in a cardboard tube. It was disgusting, same offered on return journey. A cold pastry and fruit would be so much nicer. The tea and coffee was hot at least. Overall, I would say Air Canada provides a much superior Premium Ec service than BA. I won't choose BA again.',

' Trip Verified | This was our first flight with British Airways in over 13 years and as usual I couldn't fault them. As we were connecting, we had little interaction with ground staff - staff in the lounge were friendly and helpful. Cabin crew on the flight were great - very welcoming and friendly. Our meals were delicious & no shortage of drinks being offered. The seats were economy seats with the middle row blocked off and some recline. We arrived into Stockholm a little early through a snow shower which was a nice welcome back to Stockholm. Bags (checked in at JFK) were delivered safely with in 20 mins of arriving.',

' Trip Verified | I recently encountered a highly disappointing experience with British Airways, specifically regarding their customer service. After my initial flight leg was canceled, I was rebooked with a connection at London Heathrow reduced to a mere 1 hour and 30 minutes. Realizing the impracticality of this, I promptly contacted British Airways with in 10 minutes to request a more reasonable layover of 3-4 hours. Shockingly, the customer support representative flatly refused, citing an inability to change my flight. Despite ex

plaining the logistical challenges of a short layover and a terminal change requiring additional security procedures, I received no assistance. To add to the frustration, the representative inaccurately noted on my account that I was presented with multiple options during our conversation. Moreover, the use of military time format and the lack of initial options provided only exacerbated the communication issues. Both phone and email support proved equally incompetent, and I was informed that customer service is outsourced to India, allegedly contributing to the subpar service. This experience has left me not only struggling to rebook my flight but also with a strong resolve to avoid British Airways in the future. The lack of assistance, blame-shifting, and overall incompetence in customer service make it my worst experience yet. I strongly advise others to steer clear of British Airways and their appalling customer service.',

"Not Verified | Beware! BA don't provide any refund due to a very serious medical reason. My father was diagnosed with a severe heart defect a couple of weeks before his flight date and BA refused to give any refund as this was not a good enough reason!! We sent them a medical note from his doctor saying he is unfit to travel due to potential heart failure and needs to have heart surgery as soon as possible, and the operator totally dismissed it. They said only thing they can do is change the travel date within a year. Heart surgery recovery takes months and it's highly unlikely that he will be able to travel within the year, meaning he would lose his ticket and money! They said they can't do anything to help, not even change the name on the ticket so someone else can use the tickets! The most ridiculous thing I've heard!",

✓ Trip Verified | Check in was chaotic and badly organised. Even though there were two desks, one for premium and one economy, there ended up being just one queue, in front of the premium check in, even though most passengers in it were economy. That meant that those travelling in club or with higher status had no separate queue to join. Whilst I was waiting in line another passenger went up to query and we ended up forming a new line in front of the economy check in desk for premium passengers, unnecessarily badly organised, the staff in charge should be retrained! Security at the airport was very quick and through to the lounge. This is a generic airport lounge for all airlines, and it is actually quite good overall. Nice layout and seating options, reasonable food and drink options, and an outdoor terrace which is really nice. Boarding was very well organised, although quite slow to get everyone on board.. but the flight was probably only half full and we still departed early so I think they felt no rush.. and it actually made the boarding experience nicer and

more relaxed. On board the club Europe seats are fine by European business standards, although as previously commented are really not very good overall.. the meal service was disappointing. As is normal, BA do not stock enough of the proper meal option .. when the options are so limited and varied in quality BA really should stock enough for everyone to have the good meal. Sadly they had run out by the time they got to me so I had the option of vegetarian sausage or a salad. I wanted a hot meal so went for the sausage and I can honestly say it was one of the most disgusting onboard meals I've ever had in any cabin class, rolling some mush (similar consistency to mashed potato) into a sausage shape does not make it a sausage! BA you need to improve the meal options, make the vegetarian meal something you specifically have to request in advance and offer all passengers a choice of two decent meals .. then people will not be left with such a substandard alternative when their first choice runs out! Whilst I hadn't planned on using it, the on board WiFi was not functioning so was not available to use. Overall though the flight was fairly comfortable and the cabin crew were very friendly and efficient. I used avios to pay for the flight so it was obviously good value for money for me!'

'Not Verified | All 4 of our flights were fine in terms of comfort, punctuality and service. I feel safe with BA and that is my main reason for booking with them even though I could travel with other airlines more directly. On our return flight ATL/LHR we skipped the evening meal preferring to sleep and were looking forward to a hearty breakfast prior to arrival at LHR. Sadly we were seriously disappointed. To serve a chicken sausage in a wrap for a business class breakfast is just unacceptable. Does BA actually pay experts to design these breakfasts? Low point on an otherwise good trip.'

'cNot Verified | I had hoped this would be a good review but unfortunately it won't be. I flew business class from LHR to PDX on the BA nonstop. It was a 787-8 series aircraft. The flight attendant specifically mentioned it was eight years old as he recalled flying it when it was brand new. The business class seats were abysmal. My seat was at the window facing backwards. With the divider down, which had to be in that position for boarding, taxi, takeoff and landing, I was literally just a few feet away from the person in the aisle seat who was facing forward. We both couldn't help but stare at one another. It couldn't be avoided. It was horrible. The service wasn't all that good either. The flight attendant did a pre-dinner drink. When she came back to ask for my choice for dinner, she said none of my selection were left. I was a little upset as nothing else appealed to me. She then came back later, and said the other part of the aircraft had more

of the meal selection I wanted. I'm not sure why they didn't coordinate that to begin with. I was NOT offered any wine or other drink with with dinner. The meal was put down in front of me and the flight attendant never came back other than to clear the tray. Overall, this flight was not very good. I flew over on American and back on BA and paid \$6000 round-trip. I'd fly American again. My preferred carrier is United or Lufthansa. I'll never fly BA again.',

✓ Trip Verified | I was going to fly to Frankfurt from Glasgow over London but the flight from London to Frankfurt was cancelled. This meant I had to stay overnight in London where I have no accommodation etc. As I was rebooked to a flight from London City airport which was more than 2h by train I had to get an uber and then take a hotel for £250 in total (London prices). I was reassured over the phone that I would get all the money back. My flight from London city airport was then cancelled again and rebooked to London Heathrow but two days later. I then cancelled that flight and rebooked a new one with Lufthansa as I urgently had to get to work and needed the money. I never received the money back for the hotel, compensation for cancelled flight 1, compensation for cancelled flight 2, the extra food I had to pay for, the uber, or the actual cost of the flight. I was first transferred 3€ by British Airways. They stopped replying to me and told me the issue was "weather conditions" although other non-BA flights were going. I lost over £700 in total and never got compensated for the loss of a work day either. It just really feels like they don't care about people. Worst service/airline ever.',


✓ Trip Verified | Much better experience this time around. Flew CPT to LHR on a new A350. Checkin was efficient. I used the Bidvest lounge at CPT as it is better than BA's lounge. Boarding was speedy. The new business class club suites are very good. Slightly irritating to be directed to the wrong seat (1A instead of 1K) which meant that after settling in the passenger in 1A showed up. We arranged a seat switch. Second time in a row it has happened. Why can't BA staff memorise which side of the plane is which and get it right? Captain's announcement was short and on point. Welcome drink was served at the correct temperature i.e. cold (first time ever for me - previously BA has always served the welcome champagne warm). IFE system was good - everything worked as it should. Felt slightly cheap that business class passengers have to pay for wifi. I did not bother. Cocktail was good. The nuts came on a cheap plastic tray which was naff ... other airlines bring out something classier. A female flight attendant came to take my order and I asked for Rooibas panacotta and the chicken breast. She repeated back to me "so you want


a P and a C". It was such a bizarre thing to say that I mish eard. I thought she said "so you want beef and sea"? Confusi on reigned until she explained to me she had a checklist of passenger orders and they abbreviate to first letters so she was saying "P" for panacotta and "C" for chicken. But how bi zarre to repeat back an order to a passenger in code. Why no t just say, "so to confirm panacotta to start and chicken as your main dish", like every other restaurant / airline does in the world? The internal coding of food ordering is exactl y that - internal. She even looked irritated at me that I di d not understand her jargon first time. The food, when it ca me, was excellent. Much much better than recent flights. I r ead somewhere that BA changed caterer. If so, it shows. The panacotta was superb as was the chicken ... good restaurant quality. The wine was OK to good but definitely not good to excellent. I feel that while the food has got better in BA b usiness class, the wines have got worse. Certainly compared to Air France which I have also flown recently. The wine was brought out on time (not afer I finished eating as it was la ss time I flew BA business). Cheese was also good and not te eth crackingly cold as last time. I had a good night\'s slee p. Plenty of snacks out if you wanted them (and they did not run out). Breakfast was excellent and the coffee was hot (pr eviously it has been lukewarm). So all in all a vastly impro ved service offering. The staff seemed rushed off their feet ... it would not hurt to have an extra flight attendant to l ook after so many business class seats. Overall summary: vas tly improved passenger proposition. It would be 10/10 but I deduct a point for showing me to the wrong seat and another point for the bizarre interaction with the female flight att endant who repeated my food order back to me using internal jargon codes.',

✓ Trip Verified | Once again a terrible business class ex perience with BA. The flight was delayed by 4.5 hours, The p lane was very old with problems with at least 4 of the seats in business class not cleaned properly prior to departure. F ood was terrible as always with BA and only one choice avail able from advertised menu. As a result of the delay we misse d our connecting flight from Heathrow and instead of putting us on the next connection they chose the second last flight of the day - which was also delayed by over an hour meaning we had an additional 4 hour delay whilst at Heathrow. At no point were we advised about our compensation rights (despite asking at check in and connections) or provided any vouchers during the delays. Having flown Etihad, Qatar and Virgin bus iness class equivalents over the last year it is clear to se e how big the gulf now is between BA and its rivals. ',

✓ Trip Verified | BA A380's are showing their age, hopef

ully they will update the interiors soon because it was a let down especially when the flight lasts 11 hours. Cabin crew were good and helpful. Dinner was ok but the breakfast was grim. On board entertainment was not the latest and seat back USB points didn't work. The only upside of BA is that it is only 1 of 2 airlines who fly this route directly and their pricing reflects this, if you're prepared to lay over then there are better airlines out there.",

' Trip Verified | \xa0 \xa0Credit to BA - Flew to Singapore recently and also back from Doha to London and both experiences were great. Service was fantastic as was the quality of the food, entertainment and was left feeling BA have got it together after a few previous below average experiences. You definitely notice the difference with the staff on BA - Far more approachable and outgoing compared to the cold and corporate middle eastern airline crews. Nice one BA for 2 great flights.'

' Trip Verified | \xa0 \xa0The check in area for premium classes at Gatwick is very nice, and there was no queue when I arrived so I was able to drop my bag very quickly. Premium security at Gatwick is fine. The flight was delayed due to NATS issues, but the member of staff on arriving at the lounge let me know of this. The lounge is nice and it's very comfortable. There was an excellent range of food and drinks. All the drinks you would expect. Food wise there were sandwiches, soup, pasta, salads, fruit, Spanish stew, as well as turkey and ham pies with mashed potato, roasted parsnips and carrots and gravy. It was all really good and particularly nice to see so many options. Boarding was pretty slow, although the gate crew did a good job to keep it well organised and allow priority passengers to board first. As has been well documented the onboard experience in terms of seat on BA Europe business is pretty poor, but in line with other European carriers sadly. That being said, the seat is well padded and comfortable and the adjustable headrest is quite good. The onboard catering was of excellent quality. I was lucky to get my preferred option of the roast turkey, but several people sat near me weren't as lucky. I do understand that meal options may run out but when the meal options are roast turkey with all the trimmings, vegetarian cottage pie or a chicken salad you really should be stocking enough for every passenger to get the proper meal. Or failing that, allow an order in advance service where you then only stock the meals that people want to eat. Whilst I fully support the desire to minimise waste, both food and cost, people really should really be able to get the ideal meal option. Unfortunately one of the people affected reacted very badly to this and took it out on the cabin crew which is unacceptable.. they also lost a bi


t of perspective about just how serious a situation it actually was! The cabin crew were very nice, friendly and professional, if a little slow.. but not to the point of detracting from the positive experience I had. The ground service at Gran Canaria was pretty poor, priority bags clearly meant nothing. 95% of bags coming out were not priority, mine came out about halfway through bag delivery and demonstrates poor delivery of service and not fulfilling on the service they promise to their customers. Overall though it was a very nice flight, and having paid for it using avios and £1 I cannot complain at all.',


✓ Trip Verified | The flight took off a little late due to Heathrow congestion but still landed on schedule. Boarding was smooth and the onboard service was efficient. A small snack was served for free with a bottle of water; additional items were available for purchase. The cabin and toilets were very clean. Overall an unremarkable flight but in a good way! ',


✓ Trip Verified | BA is great in the air! But... they sell you connections thru London Heathrow Terminal 5 (their private, BA-only terminal) which you are practically not able to make. 90 minutes stopover time, European flight inbound, transatlantic flight outbound, you arrive at the terminal gate ON TIME and... book, security! Endless line, slow process. Your boarding starts and you are nowhere near the X ray, and then.... it is a train ride withing the same terminal (but different, distant buildings). Almost impossible to make. Lots of stress.',


✓ Trip Verified | I had broken my leg 2 days before our return flight from Lisbon to London. I called to get some assistance from British Airways, hoping for wheelchair assistance, an easier seat to get to, or possibly an upgrade so that I could stretch out my broken leg, which was in a cast. This airline failed on all fronts. Quoted us a price of €6,000 each (I was traveling with my husband), which we could not do. Almost didn't let me on the plane, trying to interpret my medical report. They did not attempt to change our seats, which were near the back. The single concession they made was to allow me to board 1st, but did not offer a wheelchair, so I had to swing myself down the aisle to my seat using the arm rests of all 21 rows before my seat, as the aisles are not wide enough for crutches. Might I add, I am nearly 70. Had to exit same way. No wheelchair waiting for me at Heathrow, had to hop onto bus with crutches to change terminals and nearly took a tumble doing so. Took so long to get a wheelchair that they had to hold my connecting flight (on another airline) for me and we were last to board. That flight had allowed us to upgrade to business class, for a reasonable price, a

nd took great care of me.",

' Trip Verified | Check in at MIA straightforward. BA use American flagship lounge near gate D30 which is excellent. Flight delayed but only by 1 hour. Boarding chaotic. On board staff were fine. Seat was fine too but product ageing. Post take off service prompt. Slept for 6 hours. I noticed that in club world BA have ditched rose champagne which is a shame. Pre arrival breakfast was ok. Slow to deplane. Luggage of f ok.',

' Trip Verified | \xa0 \xa0Never I saw such a terrible customer experience. The plane landed already 30 minutes late: despite any operational delays, the boarding took over 1 hour because the crew did not know where to place the luggages. After this long 1 hour boarding process, the captain did not apologise. This is extremely frustrating when this occurs on a night flight, forcing passengers to lose train connections to home.',

" Trip Verified | Having not flown with BA for a few years, I read some of the reviews in preparation, needless to say I boarded this flight with low expectations. I was pleasantly surprised as the flight was ok. We left LHR a few minutes early and arrived at JNB ahead of schedule. Cabin crew, although not as good as some carriers were attentive and professional. Onboard catering was a disappointment as if you were unlucky to miss out on the chicken you were given a very sloppy pasta. On board entertainment has never been BA's strong point and sadly that hasn't changed. Unfortunately BA is not the prestigious carrier it once was but its not as bad (from my experience) as some reviews suggest.",

" Trip Verified | Dear Community I feel compelled to share the utter frustration and disappointment that defined my recent travel experience with British Airways. Buckle up, folks; this one's a rollercoaster. On July 16 and 17, 2023, I had the displeasure of flying with British Airways on BA709 and BA7, and let me tell you, it was a nightmare. The initial flight from Zurich (ZRH) to London (LHR) on BA709 faced a seemingly unavoidable one-hour delay upon arrival at LHR. This, of course, resulted in me missing my connection to Tokyo, triggering an automatic rescheduling of my flight to Tokyo (HND) via Beijing with Air China. Oh, but the fun didn't stop there – flight CA183 was also delayed, turning my 16-hour delay into a grand total of 23 hours, finally arriving in Tokyo at 23:00 instead of the promised 7:10. And the cherry on top? My four checked-in suitcases decided to take a detour and didn't join me in Tokyo, forcing me to waste an additional two hours filling out forms at the baggage center. I finally got my lost luggage back on July 23, because why make it easy, right? But wait, there's more! My return flight from Tokyo

o to Zurich (BA8) on August 8 also danced to the delay tune, making me question if punctuality is just a myth for British Airways. The cumulative impact of these delays torpedoed my vacation plans, stealing a whole day of scheduled activities, including a guided Tokyo tour. As if that weren't enough, I had to dig deeper into my pockets for unforeseen expenses—extra airport transfers, tour operator assistance fees, emergency purchases, airport meals, and international calls for rearrangements. The lack of assistance at LHR airport was the icing on this bitter cake. Installing the BA app just to get basic information about alternative connection flights was a hassle, and the fact that no BA clerk could provide this info in person was downright infuriating. British Airways, you've left me with a sour taste in my mouth and a dent in my wallet. Here's hoping you take this feedback seriously and step up your game because right now, it's not a good look. Frustrated and fed up, Bert",


✓ Trip Verified | Quick bag drop at First Wing but too many passengers so had to use fast track security in main terminal. Direct entry to Concorde room outside security south. Ate excellent breakfast which was served promptly. Concorde room is a nice place to wait for a flight there is some interesting memorabilia and an excellent bar. Boarding from gates was disorganised and slow. On board cabin crew excellent. Good choice of beverages and these were of high quality. Food was good. Seat comfortable. No first bedding provided. On time arrival into Miami. Baggage took 1 hour to arrive',

✓ Trip Verified | 4 Hours before takeoff we received a Mail stating a cryptic message that there are disruptions to be expected as there is a limit on how many planes can leave at the same time. So did the capacity of the Heathrow Airport really hit British Airways by surprise, 4h before departure? Anyhow - we took the one hour delay so what - but then we have been forced to check in our Hand luggage. I travel only with hand luggage to avoid waiting for the ultra slow processing of the checked in luggage. Overall 2h later at home than planned, with really no reason, just due to incompetent people. Service level far worse than Ryanair and triple the price. Really never again. Thanks for nothing.',

✓ Trip Verified | I recently had a delay on British Airways from BRU to LHR that was due to staff shortages. They announced that there was a 2 hour holding delay but they would board us immediately in hopes of clearing the gate and leaving early. We had to wait the full 2 hours inside the airplane. The plane was old, dirty, had no power at the seats. The staff provided a small bag of pretzels and 250ml of water to the passengers for 2 hour delay and 2 hour flight. There were no options to purchase food or drink. There were no entert

ainment options available. I am a OneWorld emerald elite member but they do not upgrade members based on status. First class lounges at Heathrow are overcrowded, understaffed and poorly equipped. The help desk is completely unhelpful when an error arises with delays and cancellations - even when having the top status. The Avios points system has been devalued to near worthlessness and requires fees to book reward that nearly equal the price of the revenue ticket. British has lost its way in recent years and has moved from a world-class airline to a budget airline with much worse service and timeliness than Ryanair or EasyJet.',

'Not Verified | Boarded on time, but it took ages to get to the runway due to congestion. Flight was smooth and quick. Snack and drinks were good for a short flight. Landed only about ten minutes late. One bag of three left in London, forms quickly filled in, and the bag was delivered the next morning.',

" Trip Verified | 5 days before the flight, we were advised by BA that it had been cancelled and asked us to rebook. There were flights 1 hour before and 1 hour after our original flight but they made us take one 3 hours earlier. Our original ticket (and the return flight a week later) included a checked bag. When we arrive at Heathrow to check in we are told our ticket doesn't include a bag and we will have to pay 75 pounds each to take them. We explained that the original ticket had the bags and when they checked the system they confirmed that it did- but not this one! They would make no effort to sort it out and just told us to pay up or they would remove us from the flight. So we had no choice but to pay up, thinking it should be pretty easy to get a refund. 15 months and 10 emails later we have still not seen a penny. Every time I ask where my refund is and state how long we have been waiting I get an inane email saying some departments take longer than others to respond! Absolutely hopeless airline to stuff up the booking in the first place and even worse customer service to not even attempt to solve the problem at check in even when they could see the mistake THEY had made in their system, compounded by being unable to investigate a very simple claim, and refund me 150 pounds in 15 months.",

'Not Verified | \r\nWe traveled to Lisbon for our dream vacation, a cruise to Portugal and Spain. Our friends did not EVER get their luggage. It was a two week cruise. Two weeks without a change of clothes or her CPAP machine. Contacting customer service was a nightmare. We never talked to a real person. Very little effort was put into getting them their bags. In one port we were on the ship and the bags were at the airport. The airlines did not deliver the bags nor did the

y tell our friends that they needed to go get them. The airline couldn't be bothered to take the bags from the airport to the ship. BA says it is their policy to get you your bags within 72 hours. That is a joke! It's been over two weeks and they still don't have them. They are back home in the US and last they heard the bags were in Lisbon! If you have a choice, do not fly British Airways. Customer Service is nonexistent!'

✓ Trip Verified | Booked a flight from Bucharest to Manchester with a 2h 45' layover at Heathrow. Flight was delayed from Bucharest because of ATC strike. Arrived at Heathrow 40 minutes later than scheduled and still had enough time to catch my connecting flight. Unfortunately we were stranded in the plane and waited a very long time to disembark the plane due to lack of staff or slot shortage (it's a common problem with BA at Heathrow). I missed my connecting flight because of their delays and they told me I had to wait all night in a freezing airport for the first flight the next day. There was just a shameful 10£ food voucher which is a joke considering the ridiculous prices at LHR. No accommodation offered and had to sleep in a very cold airport. I asked for compensation and they sent me a long text with the same lame excuses that they are sorry, but they will not compensate anything. I can't imagine a worst airline than BA regarding customer care. It is not about money here but rather than the way they treat customers. It is the last time in my lifetime that I will be flying this joke of an airline.'

✓ Trip Verified | Booked online months ago and the only hitch was replacement aircraft meaning chosen seats were different. I was informed of this prior to departure so could amend. Bag drop at MAN T3 wasn't smooth but I suspect that was MAN fault. Shuttle boarding was slow and delayed meaning a rush at LHR T5. The flight to CPT was full but we left more or less on time. The cabin was clean and PE was what we expected, sufficient leg and arm room plus a few little perks with drinks. Only complaint is the seats actually recline too far. Staff were very good during the first few hours of service, especially George. Food was quite tasty but one option wasn't loaded. Breakfast was also quite tasty and we landed on time. The fly in the ointment is both our cases arrived late on the carousel and only later did we notice both had been broken into, likely at CPT. All in all a pleasant surprise."

✓ Trip Verified | The flight was on time. The crew were polite. It was the same story on my outward flight. I find that BA in Europe is generally pretty good, though I regret that they have substituted Prosecco for Champagne on the list of drinks you can buy in economy! So many complaints about B

A and other airlines revolve around lost luggage that I never check in bags, even for long trips.'

'Not Verified | Angry, disappointed, and unsatisfied. My route was from London to Atlanta. My suitcase was not boarded, therefore not landed with me. For both comfort and safety reason, a bag always fly with its passenger and that did not happen. Claims and few phone calls were made by desk assistants who answered my questions unprofessionally and miserably. Certainly, I was left with nothing but my backpack which contained not more than few snacks. Neither clothes nor anything else was ever provided as an apology. Meanwhile, I was also told that my bag would have been delivered through the next 24 hours which also did not happen. British Airways is a great airline to fly with but its organization, when it comes to customer service, is poor and uncertain. Still waiting for my bag.'

✓ Trip Verified | As an infrequent flyer, British Airways was always my first choice. With some reassurance and comfort of service, quality, luggage allowance etc. In fact I've never flown with the budget airlines. My most recent flight has now changed my view and causes me to reflect on what am I actually getting for my money and is BA what they once were. While the flights were around an hour delayed both ways, the cabin and ground staff service were ok. It is the facilities (or lack of) that I am most disappointed by. The flight was Approx 4 and a half hours and the only thing offered was a half cup of water that was poured out and a bite sized banana slice of cake. In fact on my return journey I wasn't even offered the water! To top it off BA no longer have a media screen from which you can select something to pass the time away. There wasn't even the obligatory flight journey. The WiFi was poor. I couldn't even access the shop. However, for a fee so much more was available. This explains BAs record profit of £1.52bn. So, the question is, what am I paying for? I will now for sure opt for the budget airlines. They are transparent with what they offer and what you have to pay for, which I can decide to choose or not. As BA now stands for Basic Airways I'll go elsewhere and get basic for cheaper.'

'Not Verified | A totally unremarkable flight, on time, as comfortable as European configuration goes. No catering due to the storm - effect greatly exaggerated. This was advised by email, and a euro 15 was provided - not easy to use - but lounge made up for this loss.'

✓ Trip Verified | 1. Ground crew in Heathrow left 60 passengers luggage. We had 3 bags. 2. The Heathrow ground crew left 1 of ours behind after the 1st two were received the next day. 3. The Heathrow ground crew lost our 3rd bag 4 times and we were on the phone with them for over 3 hrs over the c

course of the week! 4. Due to this, we had to spend \$500 on health and beauty items for my wife on our cruise. 5. British Airways said they MIGHT reimburse after 3 months. 6. We had to spend \$100 in cab fare to Barcelona because the Barcelona ground crew (Iberia) claimed they had delivered it to us. 7. Heathrow ground crew made us 15 minutes late arriving back into Heathrow after our cruise. We actually landed 10 minutes early, but those incompetent people still were not ready for us. 8. The Heathrow ground crew caused us to leave 45 minutes late even though ALL passengers were boarded and ready 15 minutes before the departure time. This will probably mean we will miss our connection in Anchorage. BA clearly does not care or know how to operate a ground base...shameful. BA is a joke and should be embarrassed they can't operate like a normal airline. They do not grasp the concept that even a small hiccup can cause mass ripples of chaos to other people.",

✓ Trip Verified | London Heathrow to Gibraltar on 24th October 2023. I shall start by reference to the booking process. I used the BA website to reserve the seat and food the website to be easy to use and clear in every aspect. The flight was due to depart from terminal 3 but the passengers were bussed for a good 15 minutes to a different part of the airport where the aircraft was on a stand. When boarding the flight the cabin-crew kept a very low profile and this was maintained during the entire flight. The captain made 3 brief announcements during the flight. There was no in-flight entertainment. The seats were clean and comfortable enough for a short flight. The lack of catering was overt. Other than a tiny bottle of water and an inedible "breakfast bar" one had to use an online system to order even a drink and of course pay for it too. The passengers next to me could not use the online system as it does not seem to work and the cabin refused to sell them a coffee because of this fault. Moreover, the USB charge points did not work either. Given the early hour of the flight it is a poor show that there are not even for sale items available from a trolley service. The system BA have in place is not good enough. The flight arrived on-time. The disembarkation was inefficient though and poorly managed and the crew were not to be seen. The crew were wearing the new BA uniform and it seems to reflect a downward trend of the airline. To be candid, there was any difference between this BA service and that of so-called "budget" rivals. On this route BA have a monopoly and so I did not have an option to use the services of a different company.',

✓ Trip Verified | First time flying British Airways and I would not hesitate to fly economy with them again. Flight attendants were pleasant and efficient. Excellent special meal (low sodium). Comfortable space in economy. One of my better

flights.',

'Not Verified | I flew London to Cairo and return in October 2023. It was basically a perfectly good pair of flights in Economy, with pleasant and professional cabin crew (especially on the return journey). Being only 1.73 m tall I have no problem with legroom in the back of the plane, the seat was OK if getting a little numbing after 5 hours, and the return of a rather good included snack box and drinks was welcome. However, it must be said that the value for money was poor: with a checked bag on the return leg only, this was a nearly £700 ticket. And although I am content to pass the time by reading or sleeping, it was surprising to find no in-flight entertainment on 5-hour flights. However, overall I would still recommend BA and would do so even more enthusiastically if it was more sensibly priced.',

"Not Verified | Absolutely the worst experience ever. Flew into Heathrow, no problem. Waited for 5 hours, three extra hours, for our connection to Porto then they cancelled the flight. Scrambled for a hotel and a new flight the next day. They routed us through Madrid the next morning. That flight was 1.5 hours late so we missed our connection to Porto. Because we missed the connection (their fault), they cancelled our return flights. After two hours on the phone with customer service from the Madrid airport, they booked us a new return flight, then they made us pay \$ 1300 to fly from Madrid to Porto. Then, for no reason they cancelled our return flight again! After hours, and hours and hours with customer service, we finally got a return flight five days after our original return flight. Meanwhile, they lost my wife's luggage. We finally got 15 DAYS after they lost it. Return flight? More problems with our reservations. At no point was British Airways helpful. They left the onus on us to fix their mistakes at every turn. They completely ruined a three week vacation and they don't care. They wouldn't even let us speak to a supervisor or manager. Awful, bordering on passenger abuse.",

"Not Verified | \xa0 \xa0 Flew back from Malta after scattering our son's ashes at his favourite spots. When we boarded the aircraft for our return flight my wife became upset. A member of the cabin crew noticed this and immediately spoke to my wife and tried to reassure her. Her name is Tracey, an exceptional crew member. I noticed she spoke to other travellers in a courteous manner and was friendly. Each time she passed my wife she asked how she was and would she like anything. This kindness made a difficult time easier for us both. Aircraft seats were comfortable and service good for a 2hrs. 45mins. flight. Thank you B.A.",

'Not Verified | Cabin luggage had to go to cargo, even when


I said I carried medicines. There was no time to get them out the hand luggage. The economy seats with Virgin Atlantic, KLM and even Ryanair have more space. Luckily it was a short flight.',


✓ Trip Verified | I have been using BA for a while now and on average I cannot say that I am pretty satisfied. BA somehow experience cancellations and delays most of the time. Second, the in-flight service is usually weak. Food portions are small and cabin crew is not very helpful especially when it comes to drink requests. The screens in the A380s should be renewed as they are full of scratches and same size as A321s. Especially in longer flights, the entertainment system becomes more important. There is also no welcome package except for pillow and small blanket. I would expect more from BA. If you are flying from the US to anywhere except the UK, I would recommend considering other airlines. But if you are flying to/from UK directly, then BA could be one of your choices.',


✓ Trip Verified | I flew from Istanbul to London in Business class. For more than half of the flight a child was watching an iPad very loud with no phones plugged in - it was three rows in front of me and disrupted my flight as I could hear it above my headphones. Staff thought this was fine and refused to tell the mom to turn it down. Why is this acceptable on a flight especially in business class? Has this airline turned into a zoo? Are staff given no training in customer service? Why is a child allowed to disrupt other passengers? When I told the staff she just laughed at me. BA customer service is a disgrace. I've not even mentioned the food but it was bad, really bad.",


"Not Verified | I have flown on BA several times since the airline started non-stop service between Austin, TX and London Heathrow. Every year the service gets worse. I brought a tape measure with me to see how far apart the seats are in the economy section. 25½ inches. BA has removed bathrooms in order to squeeze a few more rows of seats onto the aircraft. Thankfully I'm not a big person and was able to squeeze into my seat without being too uncomfortable. When BA first started flying out of Austin, the food was great. Now, when I arrive at Heathrow, I get real food and take it on the plane with me. I don't know where or who makes BA's food, but it is not eatable. If BA did not have a direct flight from my home town to London, I would fly with a different airline. When we checked into Heathrow, the line was extremely long and only one person was checking people in. It took nearly an hour to get to the counter. I understand airlines are making record profits and need to make up lost revenue from the pandemic, but I think BA has gone too far and has little concern for

r customer service in pursuit of profits.",


' Trip Verified | The flight departed over an hour late due to a late inbound plane. The plane was very full, and half of the economy class passengers were forced to check in their larger cabin baggage at the gate when boarding, making a complete mockery of the hand luggage allowance advertised. Lots of passengers on board were stressed out about missing onwards connections due to the delays (and some did miss them as their next gates had closed by the time we disembarked at Heathrow). Onboard service was ok but minimal - BA gave up being a full-service airline some time ago. More concerning is that trying to get hold of customer services to make changes to bookings and deal with problems was non-existent. The airline seems to make it deliberately hard for its customers to contact it.',

" Trip Verified | I hate British Airways! We get to London on Oct 3 and our next flight is cancelled. We stand in line with 1200 other people to get it fixed and they tell everyone to leave the airport and call them to fix. They book us the next day..via online. Don't offer vouchers for hotel, we will miss our tour. Now trying to get home from Istanbul. Plane is here but should have started loading an hour ago. No explanations. May miss next flight. Will never travel with them again. Was this same problem April 2022 flight.",

' Trip Verified | Our BA flight from Porto to London Heathrow T5 was operated by Finnair using a Finnair plane and crew. This had been advised by BA shortly after booking, with the option to change flights if we preferred. Although the business class cabin was of a similar layout to BA Club Europe, i.e. with the middle seat kept free, my wife and I felt the seats were more comfortable and the legroom slightly better. Service was good on board and the meal was very tasty (we chose the beef cheeks). All was good until we landed at Heathrow! Although we passed through passport control without delay, once we were at the designated baggage reclaim, we just waited and waited! After an hour and ten minutes I went to the BA baggage counter to ask what was going on. They seemed unaware of an issue, but said they would find out! Over the next hour or so various other passengers also requested information and despite various announcements and a list of different excuses it was almost 2½ hours before the bags finally arrived. Frustrating to say the least. I subsequently complained to BA, but after 4 weeks there has been no explanation just the automated message from customer services 'we are experiencing exceptionally high volumes'. This response says a lot!',

' Trip Verified | The customer services (call centres etc) are atrocious and sometimes callous. They just don't car

e. Long waits to speak to anybody, who then have no power to actually solve anything, and the calls just cut halfway with out resolution anyway. If the flights are cancelled (as were my original ones) you're really left on your own and nobody cares. The onboard services are so-so but for short haul it's now "semi-low cost" which is confusing as you never know what to expect. This time we were given a bottle of water and a (very) small snack, whilst anything else had to be paid for. And yet on some other flights apparently you have to pre-order any additional food. It's confusing, which makes it not dependable. Cabin baggage is in theory generous compared to competitors in economy but then they asked more than half the passengers on this flight to check in the cabin baggage at the gate due to lack of space in the overhead cabins, leading to long boarding delays. Their whole offering hasn't been thought through very well. The USB power supply did not work throughout the flight (contrary to the announcement that the power be available after the seatbelt sign was turned off) so it was pointless providing the sockets in the first place. Not my first choice airline on this route and am just trying to use up most of my Avios points before I totally abandon them. I fail to see how it is deemed a 4 star airline.

 Trip Verified | I am a frequent flyer with BA and have been for the last 15 years. Having noted the ratings given, frankly, I cannot understand how BA scores three stars for most aspects of its service. In a nutshell, BA has placed profit margins over passenger appreciation. This fact was hammered home on my return leg, which was not in Club Europe. Quite alarmingly, BA appears to place profit over passenger safety by extending its "Business Class" seating up to and beyond emergency exit rows and then failing to ensure those seated in exit rows have the physical capacity to actually open the door in case of an emergency. I was not at all reassured to see an elderly and slightly built woman seated with the responsibility of opening the overwing exit should the need have arisen. Short-haul business (Club Europe) is simply a joke and only useful for gaining valuable tier points for lounge/pre-boarding benefits. While cabin crew service is excellent, the lack of space and reduction in refreshment choices, etc. places them a million 'air' miles behind competing airlines, such as Qatar, Turkish or Emirates who understand the true definition of customer appreciation and hospitality. BA has consistently eroded the value of their Executive Club and seems to be of the impression that recent changes in obtaining avios points during the booking process benefit passengers - really? I want to support BA and did enjoy flying with them up to the point when they started penny pinching a

nd became more deserving of the name "Budget Airways" The attached photos taken during my most recent itinerary highlight the difference in customer care/appreciation between British Airways and another airline used in this trip. Both flights were around 4 hours in duration, on the same day. Guess which one shows BA's in-flight offering!'

"Not Verified | Flew with BA to Punta Cana. Took the trouble to reserve seats for both outbound and inbound flights. On boarding at Gatwick, realised we had been moved to much less good seats with other people sitting in the seats we had spent a lot of money reserving. Apparently there has been a change of aircraft and a number of passengers had been automatically reallocated seats for no particular reason. The crew said there was nothing they could do (although of course they could just have swapped us with the couple using our seats). We were told to claim a refund on return home. We did this via a complaint form. As BA offered us £100 in vouchers. We didn't accept this as it was less than the cost of the seats and also naturally we wanted our money back. We eventually got it but not without a fight. Very second rate shoddy airline."

✓ Trip Verified | They downgraded me from business to premium economy. They took three months to get back to me and offered me 200 pounds or 400 AUD. The difference between business class and premium economy (which I never fly) is \$3000 AUD and the difference between economy and business is \$6500 AUD. They owe me at least 1500 pounds and to be very fair 3250 pounds. The downgrade was insulting and incredibly painful as I had a recent cancer operation and have a back injury which I have pointed out to them - I need to lie down. The wait for them to get around to me has been numbing. The insult of their offer has been the slap in the face to continue my degradation. The people I have dealt with at the airport have been down to earth, honest hard working people. The actual staff on the plane were warm and friendly - and helpful. The systems under which BA operates are some sort of medieval torture.'

✓ Trip Verified | The already delayed aircraft landed and apart from the small BA logo on the rear of the fuselage, there was no indication as to whom the carrier really was. Boarding turned into a farce with passenger groups being told to wait in one queue in order to board, only to be informed we were on the wrong plane and our boarding wasn't allowed yet. The interior cabin was reminiscent of a BA cabin from twenty years earlier except the tight legroom and uncomfortable seating which made a budget airline feel luxurious. The crew were not BA but from an unknown charter company. Service was slow, and as usual, choices of food to purchase ran out

before they\'d reached row 24. I requested a cup of tea which never appeared. Thank goodness for my airport purchased water and the tiny offering of pretzels. The over officious senior flight attendant, who\'d been facilitating in \'Club Europe\' appeared in economy and immediately slammed down the armrests (whilst still in mid flight) making an already uncomfortable journey feel worse. "Cattle class" was definitely that! To say I was happy to land and disembark was an understatement. Never again BA, never again!'

✔ Trip Verified | Caught up in the Gatwick cancellation fiasco; at some point between what was smooth check in (unable to do online as part of group travel) and security, the flight was cancelled; (we were denied entry to security and departures as a result). It was at this point that we discovered BA Gatwick are not BA, but a masquerade, who are unable to help and provide very little assistance unless the 'real BA' provide information, and even though our baggage was now airside, didn't have a clue as to how we could get it back. It is, however, with thanks to a supervisor from Business Class check in, who came to our assistance and help with our predicament- baggage retrieval, information on what to claim and how, and our revised BA flight from LHR the following evening. (Difficult to give a rating for cabin service as we didn't even board the aircraft)",

✔ Trip Verified | BA has a real problem with boarding it's flights. Those who get on first fill the luggage bins with 2 bags, one of which is supposed to be small and under seat only. Cabin staff don't bother implementing their own rules. Subsequent passengers mill up and down the aisle, bumping into each other, searching for space. Boarding this flight took an hour as a result of this nonsense. The incoming flight was late already so our 90 minute flight was 90 minutes late.",

✔ Trip Verified | Our connecting flight from London to Glasgow was canceled and we were forced to wait 12 hours in the airport for a new flight. When we received our luggage at Glasgow we discovered that our luggage was soaking wet. My wife's luggage contents were wet and had to be air dried.',

✔ Trip Verified | The worst airline I have ever flown with. Allocated the very back row next to the toilets and galley. No chance of getting any sleep, question asked of possible seat movement ignored and getting bumped the entire time by cabin crew walking or pushing kart up and down aisle without one apology. Would have been better sitting in the luggage compartment.',


✔ Trip Verified | Excellent service levels, proactive crew and superb food and beverages. I found all aspects of the service to be superior to BA business class, even the new

BA Club Suites. First Class felt exclusive, the dedicated crew were clearly used to working the premium cabin, enjoying their work, were proactive, friendly, very respectful and the food and beverage offering a considerable step up from business class. The seat, with sliding double doors was spacious, well designed and very comfortable. British Airways offered a solid First Class service, from Concorde Lounge to boarding (which was actually by group number for a change) to the very warm and genuine welcome on boarding. A consistent, solid, comfortable service from start to finish and if the price was right, I would not hesitate to book First Class with British Airways again.',


"Not Verified | Booked a very special holiday for me and my partner, September arrived and we were on our way to lovely South of France, Booked Business Class for us both to start the holiday right. As we were checking I was told the flight was over booked and our seats wouldn't print onto the ticket for some reason. We had already made sure the seats were booked when we had booked the flights nearly a year prior to going. Unfortunately when we arrived at the gate we were then told we would no longer be sat together and one of us would in fact have to go into economy. My girlfriend is an extremely nervous flyer and so had to take extra tablets to remain calm, She didn't have any food which we had pre booked also and she was sat right down the bottom end of the flight. We were held at the gate with another 4 or 5 couples all in the same predicament all due to the lovely money grabbing British Airways over booking the flight. They ended up refusing passengers in the end and even had people sat on the fold down chairs in the toilet area. When we eventually arrived in France late, we was waiting for our luggage to come. Our air tags stated that both our cases was in fact still in Heathrow. We then had to wait 4 days for them to eventually come in to France by this point our holiday was ruined. British Airways was absolutely shocking, we couldn't speak to anyone as all the phone numbers were no longer in use. We felt stranded in a foreign country with no clothes and no one to help us with what to do next. Every day we watched them case not moved as we were tracking with air tags. it was so frustrating not being able to plan our days in hope we would get the call to then drive all the way back to the airport 2 hours each way to collect our cases. we ended up going out and buying new clothes toiletries and all the stuff to make the best of our ruined holiday, saving all the receipts thinking we would be able to claim it all back. how wrong I was. British Airways take zero responsibility and fob me off with going through my insurance. British Airways only pay for basic essentials, Pants and toothpaste. I filed a complaint when I got


back and requested my money back for business class and they haven't even had the decency to even respond. They are an absolute joke of a company and I wish they would remove British out of their name because there is nothing British about them. Do not give them your money, they can't even look after their staff let alone customers. Oh and don't bother trying to cancel your flight either as they just take all of your money off you and give you nothing back.",


'Not Verified | Just returned from Chicago, flew out 10 days ago on American Airlines absolutely superb in every way, had high expectations on return flight with BA. "What a disappointment." The Airbus A380 may be nice from a pilot's perspective but as a passenger it was awful. "Very uncomfortable seats, the inflight entertainment and flight tracker failed to work throughout the flight, the inflight meal was inedible and the service was mediocre at best. Our short flight from Heathrow to Manchester was much improved, very welcoming and attentive in flight staff and the flight even arrived early. In future we will travel with one of the American carriers. ',


' Trip Verified | BA standards continue to decline every time I fly with them. This time, a 45 min late departure, which seems the norm for BA, and no information from the rude and clueless boarding gate staff. The Club lounge was overcrowded, dirty and grubby and cleaning staff could not cope. How many more cutbacks is BA going to apply before they become truly low cost. As a 35 year veteran user of BA, while people complained of Alex Cruz cutting costs, the past 3 years has seen them decline very quickly under their latest CEO. One reads the occasional article about BA improving things, but I have yet to see anything substantive. There seem to be few British staff left amongst the cabin crew, so maybe time for a name change and give the flag carrier status to a proper low-cost - and sadly the staff service has declined year on year. Onboard, the catering remains poor and surprised that Do&Co can produce such rubbish meals when I have sampled their Turkish Airlines equivalent in August that was superb - guessing BA are too tight with their budget. Onboard WiFi service is a joke and should be avoided.',

"Not Verified | Awful. Business class check in queue just as long as for economy, probably because half of the desks were not staffed and Terminal 5 is chaotic. Business lounge overfull, couldn't get seats. Delayed flight, unmanaged chaos at the gate. No drink on boarding, first drink served an hour after take-off. The meal was poor, used to get better in economy on other airlines. British Airways has won the race to the bottom of the cheapskate stakes. Not looking forward to the flight home.",

" Trip Verified | Not a reliable airline. You cannot trust the timing at all. I had a 6.45am flight, boarding was on time, but then we are sitting in the plane for already (1.5 hours) and the expected departure is still not clear. They have discovered the engine is not working! I am risking to be late for a business meeting in Geneva. How come they bring a not working plane to the gate. The funny thing is that I had another business trip in spring 2023, also with BA to Amsterdam. When I arrived to the Airport that time - I was told I don't have a seat. I was put on the next flight in several hours, which should have got me to the business meeting late, but still not too much. A lot of stress. In the end, on the second plane we were sitting in the cabin for 1.5 hours and I have missed the meeting. I thought it was a dramatic unlucky case that time, but today I see it's routine for BA not to fly on time.",

" Trip Verified | I take comfort in reading the last ten or so reviews to see I'm not the only traveller to put in words, how absolutely abysmal British Airways are! The only reason we are stuck using this awful airline is to use up points. We booked Club Europe months ago. London to Athens, sat in row 3 and told they had run out of food options, only choice was lentil pie or green curry. Returning Athens to London Club Europe. Couldn't check in online as promised so arrived at the airport 3hrs early. To be told they had overbooked the flight and basically we were being 'bumped' to economy. This airline fails to deliver time and time again. It is a national disgrace and I implore everyone to choose an alternative.",

' Trip Verified | The worst journey in my life. The connection time at LHR was only 1 hour, but the flight from MXP was on delay. I had to rush to change terminal by train and arrived risking a heart attack. After that the plane just stayed there for another 40 minutes. Despite that, upon arrival at SJC my baggage was lost. I filled the form and gave to the employee. I was not given any receipt, so I did not have any reference number. BA phone number at SJC simply never answered. I called twice the toll free number and realized they did not record the delivery address. I had to enter myself online, dealing with a shitty website. They delivered the baggage three days later. I claimed for compensation online, as I had to buy clothes and other stuff and I did never get a receipt. I was expecting an upgrade for the flight back to MXP, but nothing happened, neither they allowed me to enter BA lounge at SJC. Bad customer service. The only positive side was price, but obviously this cannot justify this treatment and if I knew, I would never flown by BA. Never again!'

' Trip Verified | The airplanes and the lounges are worn

out, old and broken. From Dallas to Heathrow, multiple first class seating and electronics were non functional and poorly designed. The first class seating from Heathrow to Dubrovnik was nothing more than a tray blocking the middle seat of a standard coach ticket. Very disappointed.',

✓ Trip Verified | One of the worst experiences on the worst airline. The flight was delayed due to earlier technical issues. The time slipped from 17:00 to 20:00 to 22:00 and finally cancelled. There was zero information given. Despite paying well over the odds for business class, we were booted out of the BA lounge two hours before the flight. When it was finally cancelled, the BA staff. Without explanation, told everyone to go to a gate. After another hour or so they made us re enter the UK via passport control, a further 40 minute wait. By now the airport was closing and there was no sign of our bags or any help from BA. A passing Gatwick engineer finally helped us locate the bags. BA completely washed their hands of us and in contravention of CAA rules refused to find us accommodation. Many slept in a bus stop overnight. There were people with young children who couldn't find somewhere to stay and yet BA had closed down and left. The following day the replacement flight was also late and due to an admin mistake had no catering or liquids for a 2 1/2 hr flight. Overall the service was shockingly bad, the worst I have experienced from any airline. I will not ever use them again.',

✓ Trip Verified | Cancelled our flight last-minute then moved us onto a flight 2 days later operated by Japan Airlines. We had paid a lot extra for extra legroom seats as I am very tall and they assigned me a middle seat deep in the middle of the plane. Because it was operated by a different airline but booked by BA, neither BA nor the other airline could change my seat over the phone despite seats being available. After 4 hours of waiting in queues and sitting on hold their solution was for me to arrive early at the airport. I did but the seats had already been given away for free by people who had booked directly with that airline and could check in online. I got a £10 meal voucher as compensation for this enormous downgrade on a 14 hour flight. Never again will I fly BA. I would rather fly indirect with better airlines than use this disgrace of an airline again.',

✓ Trip Verified | I had a flight from Miami, Florida to Dublin, Ireland, via London's Heathrow airport. The outbound flight from Miami was delayed and we were further delayed when our gate was occupied when we arrived in Heathrow. The total delay was roughly an hour, but it was enough to make our connection a challenge, where we had 73 minutes between original arrival time until the departure time to Dublin. When we headed to our connection flight, we were stopped by securi

ty personnel at a checkpoint and told us that the gate to our connection flight had already closed. This was twenty minutes prior to departure time. They ushered us to customer service to be rebooked. Given the busy weekend of travel, we were rebooked on a flight at a different airport and were told that our cost to get there would be reimbursed. We then waited 3 hours for our luggage, and then took a cab to London's City Airport. The cab fare was roughly \$500. When I filed a claim with British Airways, they refused the claim and told me that we had plenty of time to make our connecting flight and therefore they denied my claim to be reimbursed for the cab fare. This is after I explained that it was British Airways employees who ushered us to rebook the flight despite the 20 minute timeframe to make the connecting flight. The person who rebooked us, told us it was policy that they close the gate 20 minutes prior to departure. I will never fly this awful airline again. Given the other feedback on this site, it appears that that is the overwhelming sentiment.",

✓ Trip Verified | We started our day with BA in Prague. The flight actually left on time! I came to find out that's very unusual. We purchased business class seats. As you can see from the picture they hardly were business class. All they did was block off the middle seat in the first few rows and called it business class. Horrible flight. In addition I had a really rude check in clerk basically yell at me when I excused myself and asked if she could give a little bit of priority to the many business class passengers who were n't being served. Then we got to Heathrow and the real fun began. We had a 4 hour delay. They gave us about 5 different excuses for the delay. I had a few employees walk away while I was asking them questions. They were very rude. At one point there were no employees left. And from the announcements it seems virtually every BA flight was delayed. And there were no weather issues. There was no place to comfortably store items in business class. I've never experienced that before. Not even a cup holder for my bottle of water. The seat controls didn't work well. You had to keep pushing the buttons to get them to do anything. The power outlet didn't work. There was no internet the entire flight. The overhead luggage bin was too heavy. I almost got a hernia having to close it. This is a horrible airline. I'll never fly with them again. If I could give zero stars I would.',

✓ Trip Verified | I fly British Airways weekly not because I want to but because they own the route there's no other option therefore they frankly don't have to care about the customer. The flights are always delayed and it's always someone else's fault be it weather delays to incoming aircraft or flight traffic control issues I've heard it all and for th


e life of me cannot understand why they are allowed to operate. I've been around the world and traveled with all of the world's airlines but British Airways are really the worst of the worst. It's such a shame to have watched what used to be a good company fall down a cliff. My advice is if you have an option to fly with anyone else then exercise the option but if you're flying with different connections and you have a tight schedule do not expect BA to get you to your destination in time.',

"Not Verified | Everything was ok until our connecting flight in London, just before take off, we were on the runway, the pilot came on to announce an engine problem. After engineers tried to fix it while we waited on the plane for over an hour we were finally told that we would have to be evacuated and rebooked for another flight but not to worry because a special crew was waiting for us on the ground to help us and set us up in a hotel except that there was no one to help us. In fact everyone refused to help us. It was Saturday almost 8pm and they just wanted to go home. Anyone with a connecting flight couldn't rebook on the application because the app wouldn't disassociate our first flight with the connecting one in London and the staff saw this but still refused to help us. They gave us a phone number but there was only a message that said just to use the app. Finally I got someone on the phone who rebooked us for the next day. Now it's 10:30 pm and I have to find a hotel room because the airline refused also to help us with that. So i had 2 choices either sleep in the airport or pay over 700GBP for a room. I don't have the money to pay for this but after a 10 hour flight, 8 hours of jet lag and the insane stress after the fact that no one from British Airways would help us I took the room. Of course I claimed reimbursement but that was over 3 weeks ago and I haven't heard anything since so I have no idea when or how much I'll be reimbursed, even though I'm not claiming any emotional compensation from the horrible situation they put me through due to their total indifference. It's financially difficult for me right now because the money I had to put out is equal to half my salary and of course it's impossible to reach them by phone. I feel still as i did on August 26 2023 completely trapped by them and their indifference with no solution or information",


'Not Verified | My initial flight was cancelled 8 hours prior the flight. Then I was automatically rescheduled for next day. Next day, the flight was delayed leaving Hamburg and missed my connecting flight to Las Vegas. Me and several other passengers spent the night in London. British Airways provided us with vouchers but the transfer bus dropped us at the wrong hotel (closest to our hotel) and told us that we can

walk there if we want to. As a result, I lost two nights hotel reservations that I made in Las Vegas. I opened a claim and provided all receipts to British Airways to get refund of my hotel reservations, but over 5 weeks now, not a single feedback from British Airways. I will avoid all flights with them in future, and will share this story.',

'Not Verified | We will never fly British Airways again. Our flight on July 15 2023 from LHR to LAX was cancelled 20 hours before departure without any explanation. Since 8 weeks we are now waiting for the refund and BA does not pay us the cost caused by the cancellation. Very disappointing.',

' Trip Verified | Check in and security clearance very quick at LHR T5. My wife and I used the Galleries North lounge and at 6-00am it was easy to get a seat. Good buffet breakfast options. Flight boarded on time and flight departed on time. I was seated in 4 A, the Club Europe seats on the A320 seem to be getting smaller and legroom (I am 6ft) was very tight. Cabin Crew service was fine. I chose the full English breakfast, it was ok, but there was a lot of water in the bottom of the bowl. Flight landed on time. Overall an OK flight but Club Europe doesn't feel very premium these days.',

'Not Verified | British Airways has confirmed itself as the worst airline in the UK. Last minute cancellation, no explanation, refusal to book with another airline "because we don't have an arrangement with them". What's happened to what used to be our national airline?',

' Trip Verified | Worst BA experience. I was supposed to fly out to Italy on 7 September 2023. I arrived at OR Tambo International airport ready to check my bags in (I already checked-in online the previous evening so I had my boarding pass ready). At the counter I was told that I had been off-loaded from the flight as my connecting flight has been cancelled. No information was sent regarding this beforehand. The team at the check-in counter tried to get me on another flight that evening, but there were no flights available. They did manage to get me another flight the following evening with Lufthansa to Italy via Frankfurt. However, I did miss the first part of my trip having arrived a day and a half later than I was supposed to. Upon moving the flights I did ask the BA staff whether my flights back are still valid and that everything is in order, which they assured me is correct. I have to fly back to South Africa on 18 September and upon checking my booking information I noticed on my BA account that my first flight (Milan to London) is just missing from my booking. My connecting from London to Johannesburg is still there. After spending the entire morning on the customer helpline two different operators picked up and in both instances, the moment I proceed to give my booking reference number,

my call gets dropped. Currently it seems like I will be arriving at the airport again on Monday without a flight.',


✔ Trip Verified | My daughter and I were denied boarding on our business class flight from Madrid to Heathrow in March 25, 2023, the first leg on our return flight to Victoria, Canada. No reason was given for the denied boarding by the check in staff at the British Airways counter in Madrid, who said they were only agents and told us to call British Airways. We were three hours early for the flight and had valid passports. After many tries we finally reached British Airways by phone, but we were told to call Expedia which had booked the flights. Expedia confirmed that we had been bumped from the flight, with no explanation as to why. Expedia then began a long process of finding alternative flights. Over the next 24 hours we had numerous calls with both Expedia and British Airways. Incredibly, the next available flights were 9 days later on April 3. This was almost unbelievable, but after many many tries it was the best we could do. Even though these were Business Class tickets. Part of the problem was that apparently rules did not allow any changes to routing for any segment of the flight. This nine day delay was a major problem for us. I had to miss work and my daughter was missing school. Further, we received no compensation from British Airways, no penalty fee, and not any reimbursement of our expenses for staying the nine extra days. After our return I began the British Airways online complaint process, and submitted all supporting documents. I received an email reply and a case reference number. And then nothing. I sent numerous follow up emails, and received no replies. It is now months later, and still I have not heard from British Airways. This is shocking, and definitely the worst airline service I have received for my thousands of flights over many decades. I am a very patient person and this is the first time I have commented on this type of forum. I think the public should be made aware of extremely poor customer service at British Airways.',


✔ Trip Verified | Despite boarding being the usual free for all at LHR with groups 1-3 being called to board all at once. Whilst those passengers who had agreed to check in a bag in at the gate, getting to board before anyone else! However, the service on board was impeccable. Superb crew, friendly, attentive, interacting with passengers and generally appearing to be enjoying their job. Like BA in the old days and at its best. Food choice and quality seems to have improved too (no beef cheeks thankfully) and even the Club kitchen appears to have returned. Old style Club seating, but is at least better, and feels less cramped, on the 787's.",

'Not Verified | Flight cancelled, no crew! 9th September 2

023, not peak holiday period so why such bad management by B A? Sent to the gate left standing of over an hour and then flight cancelled. As were other on that day. Why does BA continue to provide such poor service - a national disgrace.',

'Not Verified | The worst service ever, my baggage did not arrive on time. Both my flights were delayed. I will never fly them again. Even the food was bad and your service.',

' Trip Verified | 4/4 flights we booked this holiday were delayed about 1-2 hours. No wifi available on 2 of 4 flights Food and drinks very basic and expensive. Cannot recommend',

' Trip Verified | British Airways has a total lack of respect for its customers. I was booked to fly from Frankfurt Main to London City Airport, and just a couple of hours before the scheduled departure the flight was suddenly cancelled by BA without explanation, when I was already at the airport. The worst thing was the utter callousness that staff showed towards customers. The ground staff's attitude was that they are merely third party agents, not BA employees, and therefore they quickly washed their hands of us all, telling us we had to contact BA directly via phone if we wanted help. They couldn't even provide us a phone number, telling us to look it up on ba.com ! So BA abandoned its passengers. They did tell us that the BA departure to Heathrow had also been cancelled, meaning there would be no further BA flight from Frankfurt to London that day (although other airlines were still operating the route- but BA refused to rebook us on them). The reason given for both cancellations was "technical reasons". No assistance or information was provided on our rights due to cancellation, nor any information on help regarding food/ accommodation help etc. Their attitude was literally that the cancellation had nothing to do with them and it was our problem, not theirs. I received an email an hour later notifying me that I had been automatically rebooked on an alternative flight 24 hours later, which wasn't acceptable as I had to get back to London that night. I rang BA's call centre and again, they showed a high degree of callousness. 95% of the half-hour call was spent with me waiting on hold, with the phone just cutting off after half an hour, and no meaningful information given to me by that point. There was no attempt by the call operator to call me back when the line cut (and I had a solid phone signal and wifi as I was still standing in Terminal 2 of Frankfurt Main airport), even though my phone number is listed in my booking contact details. They just don't care. In the end I had to arrange my own return to London by taking a coach to Hanh airport which was 112km away , waiting there for 5 hours and then booking an expensive last minute ticket with Ryanair to Stansted. At least

that flight operated on time and got me back to London! BA is worse than a low cost carrier now.',

✓ Trip Verified | London Heathrow to Keflavik, Iceland in Business Class on an A321. British Airways provides an unusual Business Class experience for intra-Europe flights. The seating is similar to most airlines - middle seat vacant and little extra space - but on British Airways the Business Class cabin extends to almost half the aircraft. This makes it less than a premium experience at every step, from boarding to onboard. The WiFi worked for only half the flight and there are no refunds. But when it worked it was surprisingly fast. Service on this flight was very good and we got to Keflavik on time.',

✓ Trip Verified | Mumbai to London Heathrow in Business Class on an ageing B777-200. This aircraft featured the older Club World flatbed seats. They are comfortable, there is enough storage space around the cubicle, and the monitor screen is among the larger ones I've seen on airplanes. BA's new Club Suites are said to be far superior, competing with the best B-class rivals. The entire Business Class cabin had just 2 washrooms but it wasn't an issue on this flight since the premier section wasn't at full capacity. There was Wi-Fi on board, fast enough to even send videos via messaging apps. Service onboard was competent but the staff lacked warmth. The food was alright and no more. The biggest plus of this flight is that it gets out of Bombay at 1:10 pm in the afternoon instead of the ungodly early morning hours most international flights take off from India. The airport experience is far more pleasant at this time. In summary: British Airways provides a good, but not spectacular, Business Class product.",

✓ Trip Verified | Care and support shocking. Written by a previously loyal BA traveller. Lies and misleading unprofessional service. Told that my flight was cancelled. Booked on to next available flight in downgraded cabin from business to premium economy. Called to ask why. Told technical fault with my original flight. My suspicion was another reason. At airport, check in staff said that not enough crew to staff original flight earlier in day. Why take my money and allow me to book a flight which would have allowed me to get to work as a doctor in the first place! How can you trust such an organisation to look after you as a flying customer.',


✓ Trip Verified | Flying A380 business class should be a pleasure but BA has made it a disaster with the worst seating and configuration imaginable. How could any sane person could jam so many seats into a limited space and expect passengers to be happy. Seats are narrower than economy on some airlines and you must face another person until a plastic screen


en is raised. The Tv screens are the size of a medium sized tablet and the controls are behind your head in a sitting position. There is no where to put anything except one small pull out draw at ground level that can not be reached when seated nor accessed when sleeping . The window seats and middle seats are accessed by having to jump over a passenger on an aisle seat and the seats are so low that they are hard for elderly to get out of. The whole business class set up is a sick joke. Eating is difficult because the seat is not close enough to the table and the tables are so flimsy that drinks can fall off. Are there any redeeming features - the answer is no. If you like a little comfort avoid BA like the plague.

✓ Trip Verified | British Airways absolutely does not care. My reserved seat was change from an aisle to center seat for this overnight, full flight and it was quite awful. After enquiring at LAX check in, the agent said sorry, nothing we can do. Onboard the flight the attendants seemed to try and finish the meal service at a racing speed, with meals trays passed out with no proper questions about choice. Then back and clearing trays and they disappeared to rest in the kitchen for hours after that. No water runs, if you need anything do not bother with the call bell, as they simply ignore it. I used to like travelling British Airways 10-15 years ago, but the bean counters have been in and lowered it close to a lowcost carrier. I guess staff are badly paid from their terrible attitude and service. My last trip to London was with Delta, they are so much better than this very poor excuse of an airline that British Air has now become.',

✓ Trip Verified | My recent experience with British Airways was not just horrendous, it was an utter abdication of responsibility on their part. I arrived at JFK ready for my flight to Malaga, only to find it had been cancelled with zero notice. After a draining 2-hour altercation, I was finally placed on a different flight. The nightmare continued when I landed in Malaga sans luggage, containing essentials for my son's wedding. Thirty agonizing hours later, the bags showed up—but my brand-new iPad and a special watch for my nephew were missing. The items weren't merely valuable; they had emotional significance, which made the loss even more gut-wrenching. You'd think a reputable airline would make amends for such errors. Despite the clear mishandling of my baggage by their team, they refused to offer any reimbursement or even a modest amount of airline credit. Their customer service was not only ineffective but also astonishingly callous. Their response was, in essence, "It's your fault for trusting us with your belongings." This isn't just poor customer service; it's a complete disregard for basic human decency.

and responsibility. British Airways had numerous opportunities to right their wrongs and chose not to. If you have any respect for your time, belongings, and emotional well-being, avoid British Airways at all costs. They not only fail to deliver on promises but also refuse to make amends when they err, leaving customers to bear the brunt of their incompetence.'


 Trip Verified | This is to express our displeasure and concerns regarding our flight to Italy. Our trip was effectively ruined by the failure of our luggage to arrive with us, coupled with the length of time it took for it to eventually reach us (9 and 12 days)! Our departure dates: June 19, 2023 - Flight BA 294, Chicago to London. June 20 rebooked by BA on BA 546, London to Rome. All flights were late. On arrival in Rome, my wife was forced to walk to the check-in desk because our reservation for wheelchair assist from the plane was never transferred by BA. She was told by the cabin crew that there was no reservation for her transport. Also, our checked baggage (2) failed to make the BA rebooked flight from London to Rome. BA took 9 days to deliver my bag and 12 days to deliver my wife's. I called BA Baggage Claim Services daily. I was frequently cut off after waiting on hold for over an hour. We had Apple Air tags in both bags, and sent pictures showing their exact location to BA Baggage Claim several times. After 5 days, BA stated that they found my wife's bag, but needed to verify ownership! Both bags as described had bright pink 4" easily visible tags and bright pink bows. Taking 9 and 12 days to deliver them is inexcusable. Our return date: July 3 - BA 553, Rome to London. BA 297, London to Chicago. All flights were late. We arrived in Chicago more than 3 hours late, missing our ground transportation to our home in Michigan (3 hours away). We had to find a hotel and stay overnight near Chicago. On July 12 we filed our expenses for replacement of lost clothing and toiletries, also for food purchased at Heathrow due to the flight delay and overnight hotel charges in Chicago. After 2 weeks, I went online asking for some follow-up on both cases, but have had no response at all from BA. We are retirees on fixed income, and can not fund BA's errors. I can honestly say that the times I was able to reach a human being, they were all courteous and attempted to help, but appeared at a loss. ",


 Trip Verified | I flew London to Malaga on 27 August in Club Europe. We stood around at Gate B45 in Terminal 5 for over an hour, with staff giving very different reasons for the delay, late inbound aircraft etc - but the plane we boarded had been sitting there for more than an hour! After boarding, the captain stated that because they had changed planes there would be no meals served. This is Club Europe, and we


received one small packet of crisps throughout the flight. No effort to apologise. We smelt the hot meal for pilots being heated and then saw it being served to them on a Club Europe meal tray. Cabin crew also had warmed pastries (and were very quick to use air freshener in the front galley!) while customers received zilch. BA sent an email the following morning to say sorry - nothing else. What a complete and utter rip off by an airline that is already cutting back on so many things. I paid a full Business class fare, did not receive any part of the onboard meal service and they expect an email to be sufficient. Avoid BA if you have any other option nowadays, they are the worst in Europe.'


✓ Trip Verified | I arrived at the airport about 2.5 hours before takeoff to have more than about time to get checked in, go through security, etc. All that went without any issues. Being that I was relatively early at the gate, I was one of the first passengers there. After some time boarding had opened. First the business class got called up, then families with children and disabled people. A couple minutes into the boarding they started to call up people, one by one, by name. Then there was an announcement: they won't let anyone in anymore. Me and about fifty other people were still standing at the gate not being let in. The reason, they said, was that the plane was short staffed (Later I discovered, speaking to a manager, that not only the flight was short staffed but also it was overbooked). After the announcement people were getting angry because they wouldn't be let in anymore. Nothing changed and everyone was sent away. I had a connecting flight later that day that I was going to miss because I was not let on the plane. First I tried to get my luggage back which I didn't receive immediately but got a hold of later on thanks to the airport personnel. Then, just like everyone who was going to fly with the same plane, I wanted to talk to someone from British Airways. Since they don't have a service center at Frankfurt Airport everyone went to the check-in counters where we received food vouchers but not a single person was either able to rebook my or anyone's flight nor get anyone refunded. All the staff said was that we were going to receive an email in a couple hours with options to rebook the flight or get a refund. I waited four hours for the email at the airport that did not come until today. Trying to call the airline did not help either because they did not answer the phone or hung up in the middle of the conversation. After the four hours of waiting for the email me and some other people from the same flight went back to the check-in counter to get a confirmation from them that I will receive a refund. Being that there was a new shift the personell did not know what had happened. When they scanned my passpor

t an looked at the flight they found out that the system was dying that it was my fault I could not attend the flight. It looked like I had missed it. For everyone standing there with me it was exactly the same. But the people at the counter said they could not do anything about it. Later on we were able to speak to the manager after many phone calls he said they were going to take care of it. We are supposed to get an email at some point in the future. I was not able to get a written confirmation that I will get refunded even after several times asking for it. I already flew a lot of times in my life but never ever has such a thing happened to me. Not only that me and so many other people were not let into the plane but also the customer service being so horrible that they were not able to rebook or confirm a refund in any way. In the end the only option for me to get to my destination would have been to book a last minute flight for a lot of money which I would not know if I ever got it backed.',


' Trip Verified | Filthy plane, cabin staff ok, appalling customer service staff who couldn't care less when dealing with a complaint. Paid extra for club Europe/business class. Food was poor, they gave you wipes to clean your seat area yourself and we were split up so they could accommodate families. Not really what you expect when you pay for the extra service. Will be cancelling our other bookings we have with BA, even if that means we lose our deposit.',

' Trip Verified | \xa0 \xa0Chaos at Terminal 5 with BA cancellations and delays, and staff give different reasons depending on who you ask. 9 out 10 answers were lies. Sadly, BA airport standards at T5 are worse than ever, and we are long past being able to use Covid as an excuse. As a short haul club Europe trip, I expect very little from BA any more, and they barely even provide that, with cutbacks during Covid that are now permanent. If you can find an alternative carrier on the same route, choose them rather than BA. Sadly, on my route BA have a monopoly.\xa0',


" Trip Verified | \xa0\xa0As always when I fly BA it was a total shambles. I was booked Manchester - London - Madrid , BA first leg and Iberia 2nd, I try wherever possible to avoid BA, however the Manchester - London was late, however I ran for my IB flight and got to B gates just as boarding started, being Group 1 I went to board and the gate sounded an alarm, BA had removed me from the IB flight to a BA flight 3 hours later! As BA had reissued the ticket IB could not put me back on the flight, so 3 hours wasted because of BA's total incompetence. This airline is a total disgrace, the crew were not nice, typical BA crew oh im so fabulous I don't need to be nice to paying passengers, club europe cramped and terrible food! ",


' Trip Verified | First time using BA business class but we were pleased with the service received. No one was waiting at check in/bag drop and through security in 2 minutes. We used the lounge in the b gates area which we found quiet with plenty of food and drink on offer. Boarding was quick and the cabin was on a 1x2x1 layout with 12 seats although there was a larger b/c cabin behind that had about 30 seats. Again food and drinks were plenty full and good quality. Service from the cabin crew was excellent and the cabin manager (Lauren) even made up a birthday card when she found out it was my wife's special birthday. Departed early and arrived at JFK early as well. The only thing that I disliked was paying £117 each to select our seats and no free wi-fi.'


'Not Verified | Extremely rude ground service. We were non-rev flying and London was our connection/layover. Gate agent was extremely rude and forced me to check my carry on suitcase with the explanation that it was "oversized." However, when I put it in the sizer, it fit perfectly without force. The plane was not fully booked and had lots of room overhead. The gate agent was insistent and rushed us with no regard for the fact that we would have to redo security in order to get our bags again, as we were switching airlines and needed to carry them on due to our non-rev status. The flight itself was good, attendants were polite and helpful. No complaints there. Just extremely unhappy with the gate agent service. I understand that it is not a pleasant job and frankly I would not be overjoyed to work there either but that does not explain why we had to be inconvenienced with no fair explanation or attention.'

" Trip Verified | My son and I flew to Geneva last Sunday for a skiing holiday in Les Arc. The flight was cancelled moments prior to boarding and we were transferred to a flight departing three and a half hours later, that then got delayed by a further three hours. They didn't load any food on to the plane and forgot to load the baggage for all the business class passengers who had been on the earlier flight. Problems happen, it's a complex operation. What is totally unacceptable is the service one receives when there is a problem. The offshore call centres are unhelpful and obstructive, wanting to fob off issues by getting the customer to call special help lines that merely refer one to a webpage and then cut off. The web pages are often unable to give information as they are not updated and often refuse to update your inputs 'at this time. please try again later'. There is no access to people that are willing to help, empowered to help, or actually move a situation forwards in any way. We've been sitting in a hotel waiting for the bag to arrive for two and a half days, unable to ski due to our entire wardrobes being i

n the cases. The outdated luggage 'tracking system', had the suitcase in Geneva 2 days ago, where it sat with no-one willing to step up and get it delivered. What an incredibly heartless and incompetent company. ",

' Trip Verified | For the price paid (bought during a sale) it was a decent experience although the club class (business class) seats offer no more legroom than economy class (using short-haul fleet on a 4 hour flight). Fast track through security was not honoured. The lounge at Istanbul airport was over-crowded as it is also open to the public who can pay for usage, causing a long queue for entry , which was badly organised. Boarding was smooth, cabin crew were friendly but their service was hit-and-miss. Eg. Some people got a "welcome" and some didn't; Half of the cabin was automatically offered coffee after dinner but not the other half. However, drinks were replenished generously and regularly and the meal was good (with a choice of three mains from the menu).',

" Trip Verified | Flight left on time and arrived over half an hour earlier than scheduled (thanks to strong tail winds). The flight was full but no catering had been loaded for economy passenger at Heathrow so for 3 and a half hours we only had a small bottle of water and a small packet of corn snacks. Nothing at all available to even buy to eat! Worse than a low-cost carrier experience in this sense. One of the light panels overhead the seats towards the back of the plane was broken and loose and just hanging above the unfortunate passenger's head for the whole flight (poor maintenance of cabin). I would choose another airline on this route in the future, as one of their competitors offers full meal service on this route even in the economy cabin.",

' Trip Verified | Very Poor Business class product, BA is not even close to the other airline leaders. Which ever way they sell the seat on a 777 it is a 2-4-2 layout. The cabin feels and is very cramped. The food in business class is economy quality just served in a china dish! However, the price of course is at premier levels. The only positive of the whole flight and return were the cabin crew who were fantastic. I felt genuinely sorry for them having to try and flog such a poor product. Would I fly BA business again? only if there were no other options and I had no choice.',


'Not Verified | This review is for LHR-SYD-LHR. BA015 and BA016. Business class had a 1-2-1 configuration on 777 giving space, privacy and easy aisle access. Seat reclines into comfortable flat bed. Good quality pillow and duvet. Privacy with sliding door. Good storage space around the seat and charging point. Flights on time - no delays. Gluten free meals were very poor in quality and presentation. Warm processed meat between two bland slices of GF bread apparently is a busi


ness class breakfast. On two sectors the main course (no choice offered) was bland fish which was served in a single small tray covered with foil - in business class? Condensation had formed as the dish was reheated (probably from chilled) so the offering was sitting in a weak watery liquid. One crew member appeared genuinely apologetic as they meekly served one meal. Do BA also serve the same GF offering in economy, economy plus and first on a long haul flight? My advice if GF - take your own food or dine in the lounge if you are in the care of BA for 24 hours. My travelling companion had very good regular meals, or so they told me, with a choice of main course on the same flights. Crew gave the impression that they were doing a job covering the basics and rather than welcoming and engaging. Usual hospitality industry waffle about service but little of substance delivered.',

✓ Trip Verified | Absolutely pathetic business class product. BA is not even remotely competitive with other International airlines in the business class market. With old outdated 8 across seating - no, I did not make a typing mistake - you either have to climb across someone or someone has to climb across you to gain aisle access. The crew must also hate this layout since they have to reach through little window openings to provide service to passengers in the 2 center seats. BA, like most other European-based airlines does not have a factual Intra-European business class product even though they promote & sell business class. Intra-Europe flights feature the same 3+3 seating throughout the aircraft & the only difference being the middle seat is left empty in "business class" & passengers get a meal & drinks, but this does not justify the higher cost. BA's Trans-Atlantic business class product is only slightly better because of the "narrow" 8 across seating. The biggest surprise on both the LIS/LHR & LHR/IAH flights was that BA has, in fact, substantially improved their food quality. Shocking! Unfortunately, it is served in the WORST business class configurations of ANY International airline I have flown. The entertainment system & small screens - my laptop screen is twice the size - is like an airline offering 2 decades ago. The flight crew was "pleasant & perfunctory" which is about the best one can expect from a BA crew. BA will simply never match the quality of carriers like Singapore, Emirates, Qatar, Etihad, EVA, ANA, Japan, Air New Zealand, Qantas or many others. BA can compete with US-based airlines like Delta, American & United, which are also not even in the same Universe in terms of a high-quality business class product. One of the biggest slaps in the face is that BA expects business class passengers to pay to select seats, even though they have paid thousands of dollars to fly business class. Several hundred US dollars for Trans-Atl

antic flights. Only if you wait until 24 hours before flight time are you allowed to select a seat at no cost. Certainly another BA Management decision that was made without a functioning brain.',

'Not Verified | Overall not bad. Staff look tired and overworked, trying their best. Weird seats, I was in 21G going, and 21D going home. The buttons to press for the seat recline are so stiff I had to get help on both flights to get them to work. There is another button, also very stiff, to bring the "leg rest" out. This is an awkward thing which doesn't come up far enough to be of any use at all for your legs, but just obstructs your feet really. Again, I had to get help to activate the very stiff buttons. At one point, the lady next to me was pressing the buttons for me while I tried to recline, sit up, or put the "leg rest" back. We gave up and called the flight attendant, who also had trouble. BA: please give this some maintenance! Food: only one out of three menu choices available by the time it got to me in Premium Ec. It was pasta and was not too bad. A Christmas Turkey Dinner was offered, but why not load more if it is so popular that it is not available 10 minutes into the meal service? "Breakfast" was an unidentified soggy pastry thing in a cardboard tube. It was disgusting, same offered on return journey. A cold pastry and fruit would be so much nicer. The tea and coffee was hot at least. Overall, I would say Air Canada provides a much superior Premium Ec service than BA. I won't choose BA again.',

' Trip Verified | This was our first flight with British Airways in over 13 years and as usual I couldn't fault them. As we were connecting, we had little interaction with ground staff - staff in the lounge were friendly and helpful. Cabin crew on the flight were great - very welcoming and friendly. Our meals were delicious & no shortage of drinks being offered. The seats were economy seats with the middle row blocked off and some recline. We arrived into Stockholm a little early through a snow shower which was a nice welcome back to Stockholm. Bags (checked in at JFK) were delivered safely within 20 mins of arriving.',

' Trip Verified | I recently encountered a highly disappointing experience with British Airways, specifically regarding their customer service. After my initial flight leg was canceled, I was rebooked with a connection at London Heathrow reduced to a mere 1 hour and 30 minutes. Realizing the impracticality of this, I promptly contacted British Airways within 10 minutes to request a more reasonable layover of 3-4 hours. Shockingly, the customer support representative flatly refused, citing an inability to change my flight. Despite explaining the logistical challenges of a short layover and a

terminal change requiring additional security procedures, I received no assistance. To add to the frustration, the representative inaccurately noted on my account that I was presented with multiple options during our conversation. Moreover, the use of military time format and the lack of initial options provided only exacerbated the communication issues. Both phone and email support proved equally incompetent, and I was informed that customer service is outsourced to India, allegedly contributing to the subpar service. This experience has left me not only struggling to rebook my flight but also with a strong resolve to avoid British Airways in the future. The lack of assistance, blame-shifting, and overall incompetence in customer service make it my worst experience yet. I strongly advise others to steer clear of British Airways and their appalling customer service.',

"Not Verified | Beware! BA don't provide any refund due to a very serious medical reason. My father was diagnosed with a severe heart defect a couple of weeks before his flight date and BA refused to give any refund as this was not a good enough reason!! We sent them a medical note from his doctor saying he is unfit to travel due to potential heart failure and needs to have heart surgery as soon as possible, and the operator totally dismissed it. They said only thing they can do is change the travel date within a year. Heart surgery recovery takes months and it's highly unlikely that he will be able to travel within the year, meaning he would lose his ticket and money! They said they can't do anything to help, not even change the name on the ticket so someone else can use the tickets! The most ridiculous thing I've heard!",

✅ Trip Verified | Check in was chaotic and badly organised. Even though there were two desks, one for premium and one economy, there ended up being just one queue, in front of the premium check in, even though most passengers in it were economy. That meant that those travelling in club or with higher status had no separate queue to join. Whilst I was waiting in line another passenger went up to query and we ended up forming a new line in front of the economy check in desk for premium passengers, unnecessarily badly organised, the staff in charge should be retrained! Security at the airport was very quick and through to the lounge. This is a generic airport lounge for all airlines, and it is actually quite good overall. Nice layout and seating options, reasonable food and drink options, and an outdoor terrace which is really nice. Boarding was very well organised, although quite slow to get everyone on board.. but the flight was probably only half full and we still departed early so I think they felt no rush.. and it actually made the boarding experience nicer and more relaxed. On board the club Europe seats are fine by Eur

opean business standards, although as previously commented are really not very good overall.. the meal service was disappointing. As is normal, BA do not stock enough of the proper meal option .. when the options are so limited and varied in quality BA really should stock enough for everyone to have the good meal. Sadly they had run out by the time they got to me so I had the option of vegetarian sausage or a salad. I wanted a hot meal so went for the sausage and I can honestly say it was one of the most disgusting onboard meals I've ever had in any cabin class, rolling some mush (similar consistency to mashed potato) into a sausage shape does not make it a sausage! BA you need to improve the meal options, make the vegetarian meal something you specifically have to request in advance and offer all passengers a choice of two decent meals .. then people will not be left with such a substandard alternative when their first choice runs out! Whilst I hadn't planned on using it, the on board WiFi was not functioning so was not available to use. Overall though the flight was fairly comfortable and the cabin crew were very friendly and efficient. I used avios to pay for the flight so it was obviously good value for money for me!'

'Not Verified | All 4 of our flights were fine in terms of comfort, punctuality and service. I feel safe with BA and that is my main reason for booking with them even though I could travel with other airlines more directly. On our return flight ATL/LHR we skipped the evening meal preferring to sleep and were looking forward to a hearty breakfast prior to arrival at LHR. Sadly we were seriously disappointed. To serve a chicken sausage in a wrap for a business class breakfast is just unacceptable. Does BA actually pay experts to design these breakfasts? Low point on an otherwise good trip.'

'Not Verified | I had hoped this would be a good review but unfortunately it won't be. I flew business class from LHR to PDX on the BA nonstop. It was a 787-8 series aircraft. The flight attendant specifically mentioned it was eight years old as he recalled flying it when it was brand new. The business class seats were abysmal. My seat was at the window facing backwards. With the divider down, which had to be in that position for boarding, taxi, takeoff and landing, I was literally just a few feet away from the person in the aisle seat who was facing forward, We both couldn't help but stare at one another. It couldn't be avoided. It was horrible. The service wasn't all that good either. The flight attendant did a pre-dinner drink. When she came back to ask for my choice for dinner, she said none of my selection were left. I was a little upset as nothing else appealed to me. She then came back later, and said the other part of the aircraft had more of the meal selection I wanted. I'm not sure why they didn't

coordinate that to begin with. I was NOT offered any wine or other drink with with dinner. The meal was put down in front of me and the flight attendant never came back other than to clear the tray. Overall, this flight was not very good. I flew over on American and back on BA and paid \$6000 round-trip. I'd fly American again. My preferred carrier is United or Lufthansa. I'll never fly BA again.',

✓ Trip Verified | I was going to fly to Frankfurt from Glasgow over London but the flight from London to Frankfurt was cancelled. This meant I had to stay overnight in London where I have no accommodation etc. As I was rebooked to a flight from London City airport which was more than 2h by train I had to get an uber and then take a hotel for £250 in total (London prices). I was reassured over the phone that I would get all the money back. My flight from London city airport was then cancelled again and rebooked to London Heathrow but two days later. I then cancelled that flight and rebooked a new one with Lufthansa as I urgently had to get to work and needed the money. I never received the money back for the hotel, compensation for cancelled flight 1, compensation for cancelled flight 2, the extra food I had to pay for, the uber, or the actual cost of the flight. I was first transferred 3€ by British Airways. They stopped replying to me and told me the issue was "weather conditions" although other non-BA flights were going. I lost over £700 in total and never got compensated for the loss of a work day either. It just really feels like they don't care about people. Worst service/airline ever.',


✓ Trip Verified | Much better experience this time around. Flew CPT to LHR on a new A350. Checkin was efficient. I used the Bidvest lounge at CPT as it is better than BA's lounge. Boarding was speedy. The new business class club suites are very good. Slightly irritating to be directed to the wrong seat (1A instead of 1K) which meant that after settling in the passenger in 1A showed up. We arranged a seat switch. Second time in a row it has happened. Why can't BA staff memorise which side of the plane is which and get it right? Captain's announcement was short and on point. Welcome drink was served at the correct temperature i.e. cold (first time ever for me - previously BA has always served the welcome champagne warm). IFE system was good - everything worked as it should. Felt slightly cheap that business class passengers have to pay for wifi. I did not bother. Cocktail was good. The nuts came on a cheap plastic tray which was naff ... other airlines bring out something classier. A female flight attendant came to take my order and I asked for Rooibas panacotta and the chicken breast. She repeated back to me "so you want a P and a C". It was such a bizarre thing to say that I wish


eard. I thought she said "so you want beef and sea"? Confusion reigned until she explained to me she had a checklist of passenger orders and they abbreviate to first letters so she was saying "P" for panacotta and "C" for chicken. But how bizarre to repeat back an order to a passenger in code. Why not just say, "so to confirm panacotta to start and chicken as your main dish", like every other restaurant / airline does in the world? The internal coding of food ordering is exactly that - internal. She even looked irritated at me that I did not understand her jargon first time. The food, when it came, was excellent. Much much better than recent flights. I read somewhere that BA changed caterer. If so, it shows. The panacotta was superb as was the chicken ... good restaurant quality. The wine was OK to good but definitely not good to excellent. I feel that while the food has got better in BA business class, the wines have got worse. Certainly compared to Air France which I have also flown recently. The wine was brought out on time (not after I finished eating as it was last time I flew BA business). Cheese was also good and not teeth crackingly cold as last time. I had a good night's sleep. Plenty of snacks out if you wanted them (and they did not run out). Breakfast was excellent and the coffee was hot (previously it has been lukewarm). So all in all a vastly improved service offering. The staff seemed rushed off their feet ... it would not hurt to have an extra flight attendant to look after so many business class seats. Overall summary: vastly improved passenger proposition. It would be 10/10 but I deduct a point for showing me to the wrong seat and another point for the bizarre interaction with the female flight attendant who repeated my food order back to me using internal jargon codes.',

✔ Trip Verified | Once again a terrible business class experience with BA. The flight was delayed by 4.5 hours, The plane was very old with problems with at least 4 of the seats in business class not cleaned properly prior to departure. Food was terrible as always with BA and only one choice available from advertised menu. As a result of the delay we missed our connecting flight from Heathrow and instead of putting us on the next connection they chose the second last flight of the day - which was also delayed by over an hour meaning we had an additional 4 hour delay whilst at Heathrow. At no point were we advised about our compensation rights (despite asking at check in and connections) or provided any vouchers during the delays. Having flown Etihad, Qatar and Virgin business class equivalents over the last year it is clear to see how big the gulf now is between BA and its rivals. ',

✔ Trip Verified | BA A380's are showing their age, hopefully they will update the interiors soon because it was a le

t down especially when the flight lasts 11 hours. Cabin crew were good and helpful. Dinner was ok but the breakfast was grim. On board entertainment was not the latest and seat back USB points didn't work. The only upside of BA is that it is only 1 of 2 airlines who fly this route directly and their pricing reflects this, if you're prepared to lay over then there are better airlines out there.",

' Trip Verified | \xa0 \xa0Credit to BA - Flew to Singapore recently and also back from Doha to London and both experiences were great. Service was fantastic as was the quality of the food, entertainment and was left feeling BA have got it together after a few previous below average experiences. You definitely notice the difference with the staff on BA - Far more approachable and outgoing compared to the cold and corporate middle eastern airline crews. Nice one BA for 2 great flights.',


' Trip Verified | \xa0 \xa0The check in area for premium classes at Gatwick is very nice, and there was no queue when I arrived so I was able to drop my bag very quickly. Premium security at Gatwick is fine. The flight was delayed due to NATS issues, but the member of staff on arriving at the lounge let me know of this. The lounge is nice and it's very comfortable. There was an excellent range of food and drinks. All the drinks you would expect. Food wise there were sandwiches, soup, pasta, salads, fruit, Spanish stew, as well as turkey and ham pies with mashed potato, roasted parsnips and carrots and gravy. It was all really good and particularly nice to see so many options. Boarding was pretty slow, although the gate crew did a good job to keep it well organised and allow priority passengers to board first. As has been well documented the onboard experience in terms of seat on BA Europe business is pretty poor, but in line with other European carriers sadly. That being said, the seat is well padded and comfortable and the adjustable headrest is quite good. The onboard catering was of excellent quality. I was lucky to get my preferred option of the roast turkey, but several people sat near me weren't as lucky. I do understand that meal options may run out but when the meal options are roast turkey with all the trimmings, vegetarian cottage pie or a chicken salad you really should be stocking enough for every passenger to get the proper meal. Or failing that, allow an order in advance service where you then only stock the meals that people want to eat. Whilst I fully support the desire to minimise waste, both food and cost, people really should really be able to get the ideal meal option. Unfortunately one of the people affected reacted very badly to this and took it out on the cabin crew which is unacceptable.. they also lost a bit of perspective about just how serious a situation it actually


lly was! The cabin crew were very nice, friendly and professional, if a little slow.. but not to the point of detracting from the positive experience I had. The ground service at Gran Canaria was pretty poor, priority bags clearly meant nothing. 95% of bags coming out were not priority, mine came out about halfway through bag delivery and demonstrates poor delivery of service and not fulfilling on the service they promise to their customers. Overall though it was a very nice flight, and having paid for it using avios and £1 I cannot complain at all.',


✓ Trip Verified | The flight took off a little late due to Heathrow congestion but still landed on schedule. Boarding was smooth and the onboard service was efficient. A small snack was served for free with a bottle of water; additional items were available for purchase. The cabin and toilets were very clean. Overall an unremarkable flight but in a good way!.',

✓ Trip Verified | BA is great in the air! But... they sell you connections thru London Heathrow Terminal 5 (their private, BA-only terminal) which you are practically not able to make. 90 minutes stopover time, European flight inbound, transatlantic flight outbound, you arrive at the terminal gate ON TIME and... book, security! Endless line, slow process. Your boarding starts and you are nowhere near the X ray, and then.... it is a train ride withing the same terminal (but different, distant buildings). Almost impossible to make. Lots of stress.',

✓ Trip Verified | I had broken my leg 2 days before our return flight from Lisbon to London. I called to get some assistance from British Airways, hoping for wheelchair assistance, an easier seat to get to, or possibly an upgrade so that I could stretch out my broken leg, which was in a cast. This airline failed on all fronts. Quoted us a price of €6,000 each (I was traveling with my husband), which we could not do. Almost didn't let me on the plane, trying to interpret my medical report. They did not attempt to change our seats, which were near the back. The single concession they made was to allow me to board 1st, but did not offer a wheelchair, so I had to swing myself down the aisle to my seat using the arm rests of all 21 rows before my seat, as the aisles are not wide enough for crutches. Might I add, I am nearly 70. Had to exit same way. No wheelchair waiting for me at Heathrow, had to hop onto bus with crutches to change terminals and nearly took a tumble doing so. Took so long to get a wheelchair that they had to hold my connecting flight (on another airline) for me and we were last to board. That flight had allowed us to upgrade to business class, for a reasonable price, and took great care of me.",

' Trip Verified | Check in at MIA straightforward. BA use American flagship lounge near gate D30 which is excellent. Flight delayed but only by 1 hours. Boarding chaotic. On board staff were fine. Seat was fine too but product ageing. Post take off service prompt. Slept for 6 hours. I noticed that in club world BA have ditched rose champagne which is a shame. Pre arrival breakfast was ok. Slow to deplane. Luggage of f ok.'

' Trip Verified | Never I saw such a terrible customer experience. The plane landed already 30 minutes late: despite any operational delays, the boarding took over 1 hour because the crew did not know where to place the luggages. After this long 1 hour boarding process, the captain did not apologise. This is extremely frustrating when this occurs on a night flight, forcing passengers to lose train connections to home.'

" Trip Verified | Having not flown with BA for a few years, I read some of the reviews in preparation, needless to say I boarded this flight with low expectations. I was pleasantly surprised as the flight was ok. We left LHR a few minutes early and arrived at JNB ahead of schedule. Cabin crew, although not as good as some carriers were attentive and professional. Onboard catering was a disappointment as if you were unlucky to miss out on the chicken you were given a very sloppy pasta. On board entertainment has never been BA's strong point and sadly that hasn't changed. Unfortunately BA is not the prestigious carrier it once was but its not as bad (from my experience) as some reviews suggest."

" Trip Verified | Dear Community I feel compelled to share the utter frustration and disappointment that defined my recent travel experience with British Airways. Buckle up, folks; this one's a rollercoaster. On July 16 and 17, 2023, I had the displeasure of flying with British Airways on BA709 and BA7, and let me tell you, it was a nightmare. The initial flight from Zurich (ZRH) to London (LHR) on BA709 faced a seemingly unavoidable one-hour delay upon arrival at LHR. This, of course, resulted in me missing my connection to Tokyo, triggering an automatic rescheduling of my flight to Tokyo (HND) via Beijing with Air China. Oh, but the fun didn't stop there – flight CA183 was also delayed, turning my 16-hour delay into a grand total of 23 hours, finally arriving in Tokyo at 23:00 instead of the promised 7:10. And the cherry on top? My four checked-in suitcases decided to take a detour and didn't join me in Tokyo, forcing me to waste an additional two hours filling out forms at the baggage center. I finally got my lost luggage back on July 23, because why make it easy, right? But wait, there's more! My return flight from Tokyo to Zurich (BA8) on August 8 also danced to the delay tune,

making me question if punctuality is just a myth for British Airways. The cumulative impact of these delays torpedoed my vacation plans, stealing a whole day of scheduled activities, including a guided Tokyo tour. As if that weren't enough, I had to dig deeper into my pockets for unforeseen expenses—extra airport transfers, tour operator assistance fees, emergency purchases, airport meals, and international calls for rearrangements. The lack of assistance at LHR airport was the icing on this bitter cake. Installing the BA app just to get basic information about alternative connection flights was a hassle, and the fact that no BA clerk could provide this info in person was downright infuriating. British Airways, you've left me with a sour taste in my mouth and a dent in my wallet. Here's hoping you take this feedback seriously and step up your game because right now, it's not a good look. Frustrated and fed up, Bert",


✓ Trip Verified | Quick bag drop at First Wing but too many passengers so had to use fast track security in main terminal. Direct entry to Concorde room outside security south. Ate excellent breakfast which was served promptly. Concorde room is a nice place to wait for a flight there is some interesting memorabilia and an excellent bar. Boarding from c gates was disorganised and slow. On board cabin crew excellent. Good choice of beverages and these were of high quality. Food was good. Seat comfortable. No first bedding provided. On time arrival into Miami. Baggage took 1 hour to arrive',

✓ Trip Verified | 4 Hours before takeoff we received a Mail stating a cryptic message that there are disruptions to be expected as there is a limit on how many planes can leave at the same time. So did the capacity of the Heathrow Airport really hit British Airways by surprise, 4h before departure? Anyhow – we took the one hour delay so what – but then we have been forced to check in our Hand luggage. I travel only with hand luggage to avoid waiting for the ultra slow processing of the checked in luggage. Overall 2h later at home than planned, with really no reason, just due to incompetent people. Service level far worse than Ryanair and triple the price. Really never again. Thanks for nothing.',

✓ Trip Verified | I recently had a delay on British Airways from BRU to LHR that was due to staff shortages. They announced that there was a 2 hour holding delay but they would board us immediately in hopes of clearing the gate and leaving early. We had to wait the full 2 hours inside the airplane. The plane was old, dirty, had no power at the seats. The staff provided a small bag of pretzels and 250ml of water to the passengers for 2 hour delay and 2 hour flight. There were no options to purchase food or drink. There were no entertainment options available. I am a OneWorld emerald elite member

ber but they do not upgrade members based on status. First class lounges at Heathrow are overcrowded, understaffed and poorly equipped. The help desk is completely unhelpful when an error arises with delays and cancellations - even when having the top status. The Avios points system has been devalued to near worthlessness and requires fees to book reward that nearly equal the price of the revenue ticket. British has lost its way in recent years and has moved from a world-class airline to a budget airline with much worse service and timeliness than Ryanair or EasyJet.'

'Not Verified | Boarded on time, but it took ages to get to the runway due to congestion. Flight was smooth and quick. Snack and drinks were good for a short flight. Landed only about ten minutes late. One bag of three left in London, forms quickly filled in, and the bag was delivered the next morning.'

" Trip Verified | 5 days before the flight, we were advised by BA that it had been cancelled and asked us to rebook. There were flights 1 hour before and 1 hour after our original flight but they made us take one 3 hours earlier. Our original ticket (and the return flight a week later) included a checked bag. When we arrive at Heathrow to check in we are told our ticket doesn't include a bag and we will have to pay 75 pounds each to take them. We explained that the original ticket had the bags and when they checked the system they confirmed that it did- but not this one! They would make no effort to sort it out and just told us to pay up or they would remove us from the flight. So we had no choice but to pay up, thinking it should be pretty easy to get a refund. 15 months and 10 emails later we have still not seen a penny. Every time I ask where my refund is and state how long we have been waiting I get an inane email saying some departments take longer than others to respond! Absolutely hopeless airline to stuff up the booking in the first place and even worse customer service to not even attempt to solve the problem at check in even when they could see the mistake THEY had made in their system, compounded by being unable to investigate a very simple claim, and refund me 150 pounds in 15 months."

'Not Verified | \r\nWe traveled to Lisbon for our dream vacation, a cruise to Portugal and Spain. Our friends did not EVER get their luggage. It was a two week cruise. Two weeks without a change of clothes or her CPAP machine. Contacting customer service was a nightmare. We never talked to a real person. Very little effort was put into getting them their bags. In one port we were on the ship and the bags were at the airport. The airlines did not deliver the bags nor did they tell our friends that they needed to go get them. The airl

ine couldn't be bothered to take the bags from the airport to the ship. BA says it is their policy to get you your bags within 72 hours. That is a joke! It's been over two weeks and they still don't have them. They are back home in the US and last they heard the bags were in Lisbon! If you have a choice, do not fly British Airways. Customer Service is nonexistent!'


✓ Trip Verified | Booked a flight from Bucharest to Manchester with a 2h 45' layover at Heathrow. Flight was delayed from Bucharest because of ATC strike. Arrived at Heathrow 40 minutes later than scheduled and still had enough time to catch my connecting flight. Unfortunately we were stranded in the plane and waited a very long time to disembark the plane due to lack of staff or slot shortage (it's a common problem with BA at Heathrow). I missed my connecting flight because of their delays and they told me I had to wait all night in a freezing airport for the first flight the next day. There was just a shameful 10£ food voucher which is a joke considering the ridiculous prices at LHR. No accommodation offered and had to sleep in a very cold airport. I asked for compensation and they sent me a long text with the same lame excuses that they are sorry, but they will not compensate anything. I can't imagine a worst airline than BA regarding customer care. It is not about money here but rather than the way they treat customers. It is the last time in my lifetime that I will be flying this joke of an airline.'

✓ Trip Verified | Booked online months ago and the only hitch was replacement aircraft meaning chosen seats were different. I was informed of this prior to departure so could amend. Bag drop at MAN T3 wasn't smooth but I suspect that was MAN fault. Shuttle boarding was slow and delayed meaning a rush at LHR T5. The flight to CPT was full but we left more or less on time. The cabin was clean and PE was what we expected, sufficient leg and arm room plus a few little perks with drinks. Only complaint is the seats actually recline too far. Staff were very good during the first few hours of service, especially George. Food was quite tasty but one option wasn't loaded. Breakfast was also quite tasty and we landed on time. The fly in the ointment is both our cases arrived late on the carousel and only later did we notice both had been broken into, likely at CPT. All in all a pleasant surprise."


✓ Trip Verified | The flight was on time. The crew were polite. It was the same story on my outward flight. I find that BA in Europe is generally pretty good, though I regret that they have substituted Prosecco for Champagne on the list of drinks you can buy in economy! So many complaints about BA and other airlines revolve around lost luggage that I neve

r check in bags, even for long trips.',

'Not Verified | Angry, disappointed, and unsatisfied. My route was from London to Atlanta. My suitcase was not boarded, therefore not landed with me. For both comfort and safety reason, a bag always fly with its passenger and that did not happen. Claims and few phone calls were made by desk assistants who answered my questions unprofessionally and miserably. Certainly, I was left with nothing but my backpack which contained not more than few snacks. Neither clothes nor anything else was ever provided as an apology. Meanwhile, I was also told that my bag would have been delivered through the next 24 hours which also did not happen. British Airways is a great airline to fly with but its organization, when it comes to customer service, is poor and uncertain. Still waiting for my bag.',

' Trip Verified | As an infrequent flyer, British Airways was always my first choice. With some reassurance and comfort of service, quality, luggage allowance etc. In fact I've never flown with the budget airlines. My most recent flight has now changed my view and causes me to reflect on what am I actually getting for my money and is BA what they once were. While the flights were around an hour delayed both ways, the cabin and ground staff service were ok. It is the facilities (or lack of) that I am most disappointed by. The flight was Approx 4 and a half hours and the only thing offered was a half cup of water that was poured out and a bite sized banana slice of cake. In fact on my return journey I wasn't even offered the water! To top it off BA no longer have a media screen from which you can select something to pass the time away. There wasn't even the obligatory flight journey. The WiFi was poor. I couldn't even access the shop. However, for a fee so much more was available. This explains BAs record profit of £1.52bn. So, the question is, what am I paying for? I will now for sure opt for the budget airlines. They are transparent with what they offer and what you have to pay for, which I can decide to choose or not. As BA now stands for Basic Airways I'll go elsewhere and get basic for cheaper.',

'Not Verified | A totally unremarkable flight, on time, as comfortable as European configuration goes. No catering due to the storm - effect greatly exaggerated. This was advised by email, and a euro 15 was provided - not easy to use - but lounge made up for this loss.',

" Trip Verified | 1. Ground crew in Heathrow left 60 passengers luggage. We had 3 bags. 2. The Heathrow ground crew left 1 of ours behind after the 1st two were received the next day. 3. The Heathrow ground crew lost our 3rd bag 4 times and we were on the phone with them for over 3 hrs over the course of the week! 4. Due to this, we had to spend \$500 on h

health and beauty items for my wife on our cruise. 5. British Airways said they MIGHT reimburse after 3 months. 6. We had to spend \$100 in cab fare to Barcelona because the Barcelona ground crew (Iberia) claimed they had delivered it to us. 7. Heathrow ground crew made us 15 minutes late arriving back into Heathrow after our cruise. We actually landed 10 minutes early, but those incompetent people still were not ready for us. 8. The Heathrow ground crew caused us to leave 45 minutes late even though ALL passengers were boarded and ready 15 minutes before the departure time. This will probably mean we will miss our connection in Anchorage. BA clearly does not care or know how to operate a ground base...shameful. BA is a joke and should be embarrassed they can't operate like a normal airline. They do not grasp the concept that even a small hiccup can cause mass ripples of chaos to other people.",

✓ Trip Verified | London Heathrow to Gibraltar on 24th October 2023. I shall start by reference to the booking process. I used the BA website to reserve the seat and food the website to be easy to use and clear in every aspect. The flight was due to depart from terminal 3 but the passengers were bussed for a good 15 minutes to a different part of the airport where the aircraft was on a stand. When boarding the flight the cabin-crew kept a very low profile and this was maintained during the entire flight. The captain made 3 brief announcements during the flight. There was no in-flight entertainment. The seats were clean and comfortable enough for a short flight. The lack of catering was overt. Other than a tiny bottle of water and an inedible "breakfast bar" one had to use an online system to order even a drink and of course pay for it too. The passengers next to me could not use the online system as it does not seem to work and the cabin refused to sell them a coffee because of this fault. Moreover, the USB charge points did not work either. Given the early hour of the flight it is a poor show that there are not even for sale items available from a trolley service. The system BA have in place is not good enough. The flight arrived on-time. The disembarkation was inefficient though and poorly managed and the crew were not to be seen. The crew were wearing the new BA uniform and it seems to reflect a downward trend of the airline. To be candid, there was any difference between this BA service and that of so-called "budget" rivals. On this route BA have a monopoly and so I did not have an option to use the services of a different company.',

✓ Trip Verified | First time flying British Airways and I would not hesitate to fly economy with them again. Flight attendants were pleasant and efficient. Excellent special meal (low sodium). Comfortable space in economy. One of my better flights.',


'Not Verified | I flew London to Cairo and return in October 2023. It was basically a perfectly good pair of flights in Economy, with pleasant and professional cabin crew (especially on the return journey). Being only 1.73 m tall I have no problem with legroom in the back of the plane, the seat was OK if getting a little numbing after 5 hours, and the return of a rather good included snack box and drinks was welcome. However, it must be said that the value for money was poor: with a checked bag on the return leg only, this was a nearly £700 ticket. And although I am content to pass the time by reading or sleeping, it was surprising to find no in-flight entertainment on 5-hour flights. However, overall I would still recommend BA and would do so even more enthusiastically if it was more sensibly priced.',


"Not Verified | Absolutely the worst experience ever. Flew into Heathrow, no problem. Waited for 5 hours, three extra hours, for our connection to Porto then they cancelled the flight. Scrambled for a hotel and a new flight the next day. They routed us through Madrid the next morning. That flight was 1.5 hours late so we missed our connection to Porto. Because we missed the connection (their fault), they cancelled our return flights. After two hours on the phone with customer service from the Madrid airport, they booked us a new return flight, then they made us pay \$ 1300 to fly from Madrid to Porto. Then, for no reason they cancelled our return flight again! After hours, and hours and hours with customer service, we finally got a return flight five days after our original return flight. Meanwhile, they lost my wife's luggage. We finally got it 15 DAYS after they lost it. Return flight? More problems with our reservations. At no point was British Airways helpful. They left the onus on us to fix their mistakes at every turn. They completely ruined a three week vacation and they don't care. They wouldn't even let us speak to a supervisor or manager. Awful, bordering on passenger abuse.",

"Not Verified | Flew back from Malta after scattering our son's ashes at his favourite spots. When we boarded the aircraft for our return flight my wife became upset. A member of the cabin crew noticed this and immediately spoke to my wife and tried to reassure her. Her name is Tracey, an exceptional crew member. I noticed she spoke to other travellers in a courteous manner and was friendly. Each time she passed my wife she asked how she was and would she like anything. This kindness made a difficult time easier for us both. Aircraft seats were comfortable and service good for a 2hrs. 45mins. flight. Thank you B.A.",


'Not Verified | Cabin luggage had to go to cargo, even when I said I carried medicines. There was no time to get them out


t the hand luggage. The economy seats with Virgin Atlantic, KLM and even Ryanair have more space. Luckily it was a short flight.',


' Trip Verified | I have been using BA for a while now and on average I cannot say that I am pretty satisfied. BA somehow experience cancellations and delays most of the time. Second, the in-flight service is usually weak. Food portions are small and cabin crew is not very helpful especially when it comes to drink requests. The screens in the A380s should be renewed as they are full of scratches and same size as A321s. Especially in longer flights, the entertainment system becomes more important. There is also no welcome package except for pillow and small blanket. I would expect more from BA. If you are flying from the US to anywhere except the UK, I would recommend considering other airlines. But if you are flying to/from UK directly, then BA could be one of your choices.',


" Trip Verified | I flew from Istanbul to London in Business class. For more than half of the flight a child was watching an iPad very loud with no phones plugged in - it was three rows in front of me and disrupted my flight as I could hear it above my headphones. Staff thought this was fine and refused to tell the mom to turn it down. Why is this acceptable on a flight especially in business class? Has this airline turned into a zoo? Are staff given no training in customer service? Why is a child allowed to disrupt other passengers? When I told the staff she just laughed at me. BA customer service is a disgrace. I've not even mentioned the food but it was bad, really bad.",

"Not Verified | I have flown on BA several times since the airline started non-stop service between Austin, TX and London Heathrow. Every year the service gets worse. I brought a tape measure with me to see how far apart the seats are in the economy section. 25½ inches. BA has removed bathrooms in order to squeeze a few more rows of seats onto the aircraft. Thankfully I'm not a big person and was able to squeeze into my seat without being too uncomfortable. When BA first started flying out of Austin, the food was great. Now, when I arrive at Heathrow, I get real food and take it on the plane with me. I don't know where or who makes BA's food, but it is not eatable. If BA did not have a direct flight from my hometown to London, I would fly with a different airline. When we checked into Heathrow, the line was extremely long and only one person was checking people in. It took nearly an hour to get to the counter. I understand airlines are making record profits and need to make up lost revenue from the pandemic, but I think BA has gone too far and has little concern for customer service in pursuit of profits.",


' Trip Verified | The flight departed over an hour late due to a late inbound plane. The plane was very full, and half of the economy class passengers were forced to check in their larger cabin baggage at the gate when boarding, making a complete mockery of the hand luggage allowance advertised. Lots of passengers on board were stressed out about missing onwards connections due to the delays (and some did miss the train as their next gates had closed by the time we disembarked at Heathrow). Onboard service was ok but minimal - BA gave up being a full-service airline some time ago. More concerning is that trying to get hold of customer services to make changes to bookings and deal with problems was non-existent. The airline seems to make it deliberately hard for its customers to contact it.',

" Trip Verified | I hate British Airways! We get to London on Oct 3 and our next flight is cancelled. We stand in line with 1200 other people to get it fixed and they tell everyone to leave the airport and call them to fix. They book us the next day..via online. Don't offer vouchers for hotel, we will miss our tour. Now trying to get home from Istanbul. Plane is here but should have started loading an hour ago. No explanations. May miss next flight. Will never travel with them again. Was this same problem April 2022 flight.",

' Trip Verified | Our BA flight from Porto to London Heathrow T5 was operated by Finnair using a Finnair plane and crew. This had been advised by BA shortly after booking, with the option to change flights if we preferred. Although the business class cabin was of a similar layout to BA Club Europe, i.e. with the middle seat kept free, my wife and I felt the seats were more comfortable and the legroom slightly better. Service was good on board and the meal was very tasty (we chose the beef cheeks). All was good until we landed at Heathrow! Although we passed through passport control without delay, once we were at the designated baggage reclaim, we just waited and waited! After an hour and ten minutes I went to the BA baggage counter to ask what was going on. They seemed unaware of an issue, but said they would find out! Over the next hour or so various other passengers also requested information and despite various announcements and a list of different excuses it was almost 2½ hours before the bags finally arrived. Frustrating to say the least. I subsequently complained to BA, but after 4 weeks there has been no explanation just the automated message from customer services 'we are experiencing exceptionally high volumes'. This response says a lot!',


' Trip Verified | The customer services (call centres etc) are atrocious and sometimes callous. They just don't care. Long waits to speak to anybody, who then have no power to


actually solve anything, and the calls just cut halfway with out resolution anyway. If the flights are cancelled (as were my original ones) you're really left on your own and nobody cares. The onboard services are so-so but for short haul it's now "semi-low cost" which is confusing as you never know what to expect. This time we were given a bottle of water and a (very) small snack, whilst anything else had to be paid for. And yet on some other flights apparently you have to pre-order any additional food. It's confusing, which makes it not dependable. Cabin baggage is in theory generous compared to competitors in economy but then they asked more than half the passengers on this flight to check in the cabin baggage at the gate due to lack of space in the overhead cabins, leading to long boarding delays. Their whole offering hasn't been thought through very well. The USB power supply did not work throughout the flight (contrary to the announcement that the power be available after the seatbelt sign was turned off) so it was pointless providing the sockets in the first place. Not my first choice airline on this route and am just trying to use up most of my Avios points before I totally abandon them. I fail to see how it is deemed a 4 star airline.

 Trip Verified | I am a frequent flyer with BA and have been for the last 15 years. Having noted the ratings given, frankly, I cannot understand how BA scores three stars for most aspects of its service. In a nutshell, BA has placed profit margins over passenger appreciation. This fact was hammered home on my return leg, which was not in Club Europe. Quite alarmingly, BA appears to place profit over passenger safety by extending its "Business Class" seating up to and beyond emergency exit rows and then failing to ensure those seated in exit rows have the physical capacity to actually open the door in case of an emergency. I was not at all reassured to see an elderly and slightly built woman seated with the responsibility of opening the overwing exit should the need have arisen. Short-haul business (Club Europe) is simply a joke and only useful for gaining valuable tier points for lounge/pre-boarding benefits. While cabin crew service is excellent, the lack of space and reduction in refreshment choices, etc. places them a million 'air' miles behind competing airlines, such as Qatar, Turkish or Emirates who understand the true definition of customer appreciation and hospitality. BA has consistently eroded the value of their Executive Club and seems to be of the impression that recent changes in obtaining avios points during the booking process benefit passengers - really? I want to support BA and did enjoy flying with them up to the point when they started penny pinching and became more deserving of the name "Budget Airways" The at

tached photos taking during my most recent itinerary highlight the difference in customer care/appreciation between British Airways and another airline used in this trip. Both flights were around 4 hours in duration, on the same day. Guess which one is shows BA\'s in-flight offering!\'',

"Not Verified | Flew with BA to Punta Cana. Took the trouble to reserve seats for both outbound and inbound flights. On boarding at Gatwick, realised we had been moved to much less good seats with other people sitting in the seats we had spent a lot of money reserving. Apparently there has been a change of aircraft and a number of passengers had been automatically reallocated seats for no particular reason. The crew said there was nothing they could do (although of course they could just have swapped us with the couple using our seats). We were told to claim a refund on return home. We did this via a complaint form. As BA offered us £100 in vouchers. We didn't accept this as it was less than the cost of the seats and also naturally we wanted our money back. We eventually got it but not without a fight. Very second rate shoddy airline." ,

' Trip Verified | They downgraded me from business to premium economy. They took three months to get back to me and offered me 200 pounds or 400 AUD. The difference between business class and premium economy (which I never fly) is \$3000 AUD and the difference between economy and business is \$6500 AUD. They owe me at least 1500 pounds and to be very fair 3250 pounds. The downgrade was insulting and incredibly painful as I had a recent cancer operation and have a back injury which I have pointed out to them - I need to lie down. The wait for them to get around to me has been numbing. The insult of their offer has been the slap in the face to continue my degradation. The people I have dealt with at the airport have been down to earth, honest hard working people. The actual staff on the plane were warm and friendly - and helpful. The systems under which BA operates are some sort of medieval torture.' ,

' Trip Verified | The already delayed aircraft landed and apart from the small BA logo on the rear of the fuselage, there was no indication as to whom the carrier really was. Boarding turned into a farce with passenger groups being told to wait in one queue in order to board, only to be informed we were on the wrong place and our boarding wasn't allowed yet. The interior cabin was reminiscent of a BA cabin from twenty years earlier except the tight legroom and uncomfortable seating which made a budget airline feel luxurious. The crew were not BA but from an unknown charter company. Service was slow, and as usual, choices of food to purchase ran out before they'd reached row 24. I requested a cup of tea which

h never appeared. Thank goodness for my airport purchased water and the tiny offering of pretzels. The over officious senior flight attendant, who'd been facilitating in 'Club Europe' appeared in economy and immediately slammed down the armrests (whilst still in mid flight) making an already uncomfortable journey feel worse. "Cattle class" was definitely that! To say I was happy to land and disembark was an understatement. Never again BA, never again!'

✓ Trip Verified | Caught up in the Gatwick cancellation fiasco; at some point between what was smooth check in (unable to do online as part of group travel) and security, the flight was cancelled; (we were denied entry to security and departures as a result). It was at this point that we discovered BA Gatwick are not BA, but a masquerade, who are unable to help and provide very little assistance unless the 'real BA' provide information, and even though our baggage was now airside, didn't have a clue as to how we could get it back. It is, however, with thanks to a supervisor from Business Class check in, who came to our assistance and help with our predicament- baggage retrieval, information on what to claim and how, and our revised BA flight from LHR the following evening. (Difficult to give a rating for cabin service as we didn't even board the aircraft)",

✓ Trip Verified | BA has a real problem with boarding it's flights. Those who get on first fill the luggage bins with 2 bags, one of which is supposed to be small and under seat only. Cabin staff don't bother implementing their own rules. Subsequent passengers mill up and down the aisle, bumping into each other, searching for space. Boarding this flight took an hour as a result of this nonsense. The incoming flight was late already so our 90 minute flight was 90 minutes late.",

✓ Trip Verified | Our connecting flight from London to Glasgow was canceled and we were forced to wait 12 hours in the airport for a new flight. When we received our luggage at Glasgow we discovered that our luggage was soaking wet. My wife's luggage contents were wet and had to be air dried.',

✓ Trip Verified | The worst airline I have ever flown with. Allocated the very back row next to the toilets and galley. No chance of getting any sleep, question asked of possible seat movement ignored and getting bumped the entire time by cabin crew walking or pushing kart up and down aisle without one apology. Would have been better sitting in the luggage compartment.',


✓ Trip Verified | Excellent service levels, proactive crew and superb food and beverages. I found all aspects of the service to be superior to BA business class, even the new BA Club Suites. First Class felt exclusive, the dedicated cr

ew were clearly used to working the premium cabin, enjoying their work, were proactive, friendly, very respectful and the food and beverage offering a considerable step up from business class. The seat, with sliding double doors was spacious, well designed and very comfortable. British Airways offered a solid First Class service, from Concorde Lounge to boarding (which was actually by group number for a change) to the very warm and genuine welcome on boarding. A consistent, solid, comfortable service from start to finish and if the price was right, I would not hesitate to book First Class with British Airways again.',


"Not Verified | Booked a very special holiday for me and my partner, September arrived and we were on our way to lovely South of France, Booked Business Class for us both to start the holiday right. As we were checking I was told the flight was over booked and our seats wouldn't print onto the ticket for some reason. We had already made sure the seats were booked when we had booked the flights nearly a year prior to going. Unfortunately when we arrived at the gate we were then told we would no longer be sat together and one of us would in fact have to go into economy. My girlfriend is an extremely nervous flyer and so had to take extra tablets to remain calm, She didn't have any food which we had pre booked also and she was sat right down the bottom end of the flight. We were held at the gate with another 4 or 5 couples all in the same predicament all due to the lovely money grabbing British Airways over booking the flight. They ended up refusing passengers in the end and even had people sat on the fold down chairs in the toilet area. When we eventually arrived in France late, we was waiting for our luggage to come. Our air tags stated that both our cases was in fact still in Heathrow. We then had to wait 4 days for them to eventually come in to France by this point our holiday was ruined. British Airways was absolutely shocking, we couldn't speak to anyone as all the phone numbers were no longer in use. We felt stranded in a foreign country with no clothes and no one to help us with what to do next. Every day we watched them case not moved as we were tracking with air tags. it was so frustrating not being able to plan our days in hope we would get the call to then drive all the way back to the airport 2 hours each way to collect our cases. we ended up going out and buying new clothes toiletries and all the stuff to make the best of our ruined holiday, saving all the receipts thinking we would be able to claim it all back. how wrong I was. British airways take zero responsibility and fob me off with going through my insurance. British Airways only pay for basic essentials, Pants and toothpaste. I filed a complaint when I got back and requested my money back for business class and they

haven't even had the decency to even respond. They are an absolute joke of a company and I wish they would remove British out of their name because there is nothing British about them. Do not give them your money, they can't even look after their staff let alone customers. Oh and don't bother trying to cancel your flight either as they just take all of your money off you and give you nothing back.",


'Not Verified | Just returned from Chicago, flew out 10 days ago on American Airlines absolutely superb in every way, had high expectations on return flight with BA.\u2028What a disappointment.\u2028The Airbus A380 may be nice from a pilot's perspective but as a passenger it was awful.\u2028Very uncomfortable seats, the inflight entertainment and flight tracker failed to work throughout the flight, the inflight meal was inedible and the service was mediocre at best. Our short flight from Heathrow to Manchester was much improved, very welcoming and attentive in flight staff and the flight even arrived early. In future we will travel with one of the American carriers. ',


' Trip Verified | BA standards continue to decline every time I fly with them. This time, a 45 min late departure, which seems the norm for BA, and no information from the rude and clueless boarding gate staff. The Club lounge was overcrowded, dirty and grubby and cleaning staff could not cope. How many more cutbacks is BA going to apply before they become truly low cost. As a 35 year veteran user of BA, while people complained of Alex Cruz cutting costs, the past 3 years has seen them decline very quickly under their latest CEO. One reads the occasional article about BA improving things, but I have yet to see anything substantive. There seem to be few British staff left amongst the cabin crew, so maybe time for a name change and give the flag carrier status to a proper low-cost - and sadly the staff service has declined year on year. Onboard, the catering remains poor and surprised that Do&Co can produce such rubbish meals when I have sampled their Turkish Airlines equivalent in August that was superb - guessing BA are too tight with their budget. Onboard WiFi service is a joke and should be avoided.',


"Not Verified | Awful. Business class check in queue just as long as for economy, probably because half of the desks were not staffed and Terminal 5 is chaotic. Business lounge overfull, couldn't get seats. Delayed flight, unmanaged chaos at the gate. No drink on boarding, first drink served an hour after take-off. The meal was poor, used to get better in economy on other airlines. British Airways has won the race to the bottom of the cheapskate stakes. Not looking forward to the flight home.",

" Trip Verified | Not a reliable airline. You cannot tru

st the timing at all. I had a 6.45am flight, boarding was on time, but then we are sitting in the plane for already (1.5 hours) and the expected departure is still not clear. They have discovered the engine is not working! I am risking to be late for a business meeting in Geneva. How come they bring a not working plane to the gate. The funny thing is that I had another business trip in spring 2023, also with BA to Amsterdam. When I arrived to the Airport that time - I was told I don't have a seat. I was put on the next flight in several hours, which should have got me to the business meeting late, but still not too much. A lot of stress. In the end, on the second plane we were sitting in the cabin for 1.5 hours and I have missed the meeting. I thought it was a dramatic unlucky case that time, but today I see it's routine for BA not to fly on time.",

" Trip Verified | I take comfort in reading the last ten or so reviews to see I'm not the only traveller to put in words, how absolutely abysmal British Airways are! The only reason we are stuck using this awful airline is to use up points. We booked Club Europe months ago. London to Athens, sat in row 3 and told they had run out of food options, only choice was lentil pie or green curry. Returning Athens to London Club Europe. Couldn't check in online as promised so arrived at the airport 3hrs early. To be told they had overbooked the flight and basically we were being 'bumped' to economy. This airline fails to deliver time and time again. It is a national disgrace and I implore everyone to choose an alternative. ",

' Trip Verified | The worst journey in my life. The connection time at LHR was only 1 hour, but the flight from MXP was on delay. I had to rush to change terminal by train and arrived risking a heart attack. After that the plane just stayed there for another 40 minutes. Despite that, upon arrival at SJC my baggage was lost. I filled the form and gave to the employee. I was not given any receipt, so I did not have any reference number. BA phone number at SJC simply never answer. I called twice the toll free number and realized they did not record the delivery address. I had to enter myself online, dealing with a shitty website. They delivered the baggage three days later. I claimed for compensation online, as I had to buy clothes and other stuff and I did never get a receipt. I was expecting an upgrade for the flight back to MXP, but nothing happened, neither they allowed me to enter BA lounge at SJC. Bad customer service. The only positive side was price, but obviously this cannot justify this treatment and if I knew , I would never flown by BA. Never again! ',

' Trip Verified | The airplanes and the lounges are worn out, old and broken. From Dallas to Heathrow, multiple first


class seating and electronics were non functional and poorly designed. The first class seating from Heathrow to Dubrovnik was nothing more than a tray blocking the middle seat of a standard coach ticket. Very disappointed.',


✓ Trip Verified | One of the worst experiences on the worst airline. The flight was delayed due to earlier technical issues. The time slipped from 17:00 to 20:00 to 22:00 and finally cancelled. There was zero information given. Despite paying well over the odds for business class, we were booted out of the BA lounge two hours before the flight. When it was finally cancelled, the BA staff. Without explanation, told everyone to go to a gate. After another hour or so they made us re enter the UK via passport control, a further 40 minute wait. By now the airport was closing and there was no sign of our bags or any help from BA. A passing Gatwick engineer finally helped us locate the bags. BA completely washed their hands of us and in contravention of CAA rules refused to find us accommodation. Many slept in a bus stop overnight. There were people with young children who couldn't find somewhere to stay and yet BA had closed down and left. The following day the replacement flight was also late and due to an admin mistake had no catering or liquids for a 2 1/2 hr flight. Overall the service was shockingly bad, the worst I have experienced from any airline. I will not ever use them again.',

✓ Trip Verified | Cancelled our flight last-minute then moved us onto a flight 2 days later operated by Japan Airlines. We had paid a lot extra for extra legroom seats as I am very tall and they assigned me a middle seat deep in the middle of the plane. Because it was operated by a different airline but booked by BA, neither BA nor the other airline could change my seat over the phone despite seats being available. After 4 hours of waiting in queues and sitting on hold their solution was for me to arrive early at the airport. I did but the seats had already been given away for free by people who had booked directly with that airline and could check in online. I got a £10 meal voucher as compensation for this enormous downgrade on a 14 hour flight. Never again will I fly BA. I would rather fly indirect with better airlines than use this disgrace of an airline again.',

✓ Trip Verified | I had a flight from Miami, Florida to Dublin, Ireland, via London's Heathrow airport. The outbound flight from Miami was delayed and we were further delayed when our gate was occupied when we arrived in Heathrow. The total delay was roughly an hour, but it was enough to make our connection a challenge, where we had 73 minutes between original arrival time until the departure time to Dublin. When we headed to our connection flight, we were stopped by security personnel at a checkpoint and told us that the gate to our

r connection flight had already closed. This was twenty minutes prior to departure time. They ushered us to customer service to be rebooked. Given the busy weekend of travel, we were rebooked on a flight at a different airport and were told that our cost to get there would be reimbursed. We then waited 3 hours for our luggage, and then took a cab to London's City Airport. The cab fare was roughly \$500. When I filed a claim with British Airways, they refused the claim and told me that we had plenty of time to make our connecting flight and therefore they denied my claim to be reimbursed for the cab fare. This is after I explained that it was British Airways employees who ushered us to rebook the flight despite the 20 minute timeframe to make the connecting flight. The person who rebooked us, told us it was policy that they close the gate 20 minutes prior to departure. I will never fly this awful airline again. Given the other feedback on this site, it appears that that is the overwhelming sentiment.",

 Trip Verified | We started our day with BA in Prague. The flight actually left on time! I came to find out that's very unusual. We purchased business class seats. As you can see from the picture they hardly were business class. All they did was block off the middle seat in the first few rows and called it business class. Horrible flight. In addition I had a really rude check in clerk basically yell at me when I excused myself and asked if she could give a little bit of priority to the many business class passengers who were n't being served. Then we got to Heathrow and the real fun began. We had a 4 hour delay. They gave us about 5 different excuses for the delay. I had a few employees walk away while I was asking them questions. They were very rude. At one point there were no employees left. And from the announcements it seems virtually every BA flight was delayed. And there were no weather issues. There was no place to comfortably store items in business class. I've never experienced that before. Not even a cup holder for my bottle of water. The seat controls didn't work well. You had to keep pushing the buttons to get them to do anything. The power outlet didn't work. There was no internet the entire flight. The overhead luggage bin was too heavy. I almost got a hernia having to close it. This is a horrible airline. I'll never fly with them again. If I could give zero stars I would.',

 Trip Verified | I fly British Airways weekly not because I want to but because they own the route there's no other option therefore they frankly don't have to care about the customer. The flights are always delayed and it's always someone else's fault be it weather delays to incoming aircraft or flight traffic control issues I've heard it all and for the life of me cannot understand why they are allowed to opera


te. I've been around the world and traveled with all of the world's airlines but British Airways are really the worst of the worst. It's such a shame to have watched what used to be a good company fall down a cliff. My advice is if you have a n option to fly with anyone else then exercise the option but if you're flying with different connections and you have a tight schedule do not expect BA to get you to your destination in time.',

"Not Verified | Everything was ok until our connecting flight in London, just before take off, we were on the runway, the pilot came on to announce an engine problem. After engineers tried to fix it while we waited on the plane for over an hour we were finally told that we would have to be evacuated and rebooked for another flight but not to worry because a special crew was waiting for us on the ground to help us and set us up in a hotel except that there was no one to help us. In fact everyone refused to help us. It was Saturday almost 8pm and they just wanted to go home. Anyone with a connecting flight couldn't rebook on the application because the app wouldn't disassociate our first flight with the connecting one in London and the staff saw this but still refused to help us. They gave us a phone number but there was only a message that said just to use the app. Finally I got someone on the phone who rebooked us for the next day. Now it's 10:30 pm and I have to find a hotel room because the airline refused also to help us with that. So i had 2 choices either sleep in the airport or pay over 700GBP for a room. I don't have the money to pay for this but after a 10 hour flight, 8 hours of jet lag and the insane stress after the fact that no one from British Airways would help us I took the room. Of course I claimed reimbursement but that was over 3 weeks ago and I haven't heard anything since so I have no idea when or how much I'll be reimbursed, even though I'm not claiming any emotional compensation from the horrible situation they put me through due to their total indifference. It's financially difficult for me right now because the money I had to put out is equal to half my salary and of course it's impossible to reach them by phone. I feel still as i did on August 26 2023 completely trapped by them and their indifference with no solution or information",


'Not Verified | My initial flight was cancelled 8 hours prior the flight. Then I was automatically rescheduled for next day. Next day, the flight was delayed leaving Hamburg and missed my connecting flight to Las Vegas. Me and several other passengers spent the night in London. British Airways provided us with vouchers but the transfer bus dropped us at the wrong hotel (closest to our hotel) and told us that we can walk there if we want to. As a result, I lost two nights hot

el reservations that I made in las Vegas. I opened a claim and provided all receipts to British Airways to get refund of my hotel reservations, but over 5 weeks now, not a single feedback from British Airways. I will avoid all flights with them in future, and will share this story.',


'Not Verified | We will never fly British Airways again. Our flight on July 15 2023 from LHR to LAX was cancelled 20 hours before departure without any explanation. Since 8 weeks we are now waiting for the refund and BA does not pay us the cost caused by the cancellation. Very disappointing.',


' Trip Verified | Check in and security clearance very quick at LHR T5. My wife and I used the Galleries North lounge and at 6-00am it was easy to get a seat. Good buffet breakfast options. Flight boarded on time and flight departed on time. I was seated in 4 A, the Club Europe seats on the A320 seem to be getting smaller and legroom (I am 6ft) was very tight. Cabin Crew service was fine. I chose the full English breakfast, it was ok, but there was a lot of water in the bottom of the bowl. Flight landed on time. Overall an OK flight but Club Europe doesn't feel very premium these days.',

'Not Verified | British Airways has confirmed itself as the worst airline in the UK. Last minute cancellation, no explanation, refusal to book with another airline "because we don't have an arrangement with them". What's happened to what used to be our national airline?',

' Trip Verified | Worst BA experience. I was supposed to fly out to Italy on 7 September 2023. I arrived at OR Tambo International airport ready to check my bags in (I already checked-in online the previous evening so I had my boarding pass ready). At the counter I was told that I had been off-loaded from the flight as my connecting flight has been cancelled. No information was sent regarding this beforehand. The team at the check-in counter tried to get me on another flight that evening, but there were no flights available. They did manage to get me another flight the following evening with Lufthansa to Italy via Frankfurt. However, I did miss the first part of my trip having arrived a day and a half later than I was supposed to. Upon moving the flights I did ask the BA staff whether my flights back are still valid and that everything is in order, which they assured me is correct. I have to fly back to South Africa on 18 September and upon checking my booking information I noticed on my BA account that my first flight (Milan to London) is just missing from my booking. My connecting from London to Johannesburg is still there. After spending the entire morning on the customer helpline two different operators picked up and in both instances, the moment I proceed to give my booking reference number, my call gets dropped. Currently it seems like I will be arri

ving at the airport again on Monday without a flight.',

' Trip Verified | My daughter and I were denied boarding on our business class flight from Madrid to Heathrow in March 25, 2023, the first leg on our return flight to Victoria, Canada. No reason was given for the denied boarding by the check in staff at the British Airways counter in Madrid, who said they were only agents and told us to call British Airways. We were three hours early for the flight and had valid passports. After many tries we finally reached British Airways by phone, but we were told to call Expedia which had booked the flights. Expedia confirmed that we had been bumped from the flight, with no explanation as to why. Expedia then began a long process of finding alternative flights. Over the next 24 hours we had numerous calls with both Expedia and British Airways. Incredibly, the next available flights were 9 days later on April 3. This was almost unbelievable, but after many many tries it was the best we could do. Even though these were Business Class tickets. Part of the problem was that apparently rules did not allow any changes to routing for any segment of the flight. This nine day delay was a major problem for us. I had to miss work and my daughter was missing school. Further, we received no compensation from British Airways, no penalty fee, and not any reimbursement of our expenses for staying the nine extra days. After our return I began the British Airways online complaint process, and submitted all supporting documents. I received an email reply and a case reference number. And then nothing. I sent numerous follow up emails, and received no replies. It is now months later, and still I have not heard from British Airways. This is shocking, and definitely the worst airline service I have received for my thousands of flights over many decades. I am a very patient person and this is the first time I have commented on this type of forum. I think the public should be made aware of extremely poor customer service at British Airways.',

" Trip Verified | Despite boarding being the usual free for all at LHR with groups 1-3 being called to board all at once. Whilst those passengers who had agreed to check in a bag in at the gate, getting to board before anyone else! However, the service on board was impeccable. Superb crew, friendly, attentive, interacting with passengers and generally appearing to be enjoying their job. Like BA in the old days and at its best. Food choice and quality seems to have improved too (no beef cheeks thankfully) and even the Club kitchen appears to have returned. Old style Club seating, but is at least better, and feels less cramped, on the 787's.",

'Not Verified | Flight cancelled, no crew! 9th September 2023, not peak holiday period so why such bad management by B


A? Sent to the gate left standing of over an hour and then flight cancelled. As were other on that day. Why does BA continue to provide such poor service - a national disgrace.',


'Not Verified | The worst service ever, my baggage did not arrive on time. Both my flights were delayed. I will never fly them again. Even the food was bad and your service.',


✓ Trip Verified | 4/4 flights we booked this holiday were delayed about 1-2 hours. No wifi available on 2 of 4 flights Food and drinks very basic and expensive. Cannot recommend',


✓ Trip Verified | British Airways has a total lack of respect for its customers. I was booked to fly from Frankfurt Main to London City Airport, and just a couple of hours before the scheduled departure the flight was suddenly cancelled by BA without explanation, when I was already at the airport. The worst thing was the utter callousness that staff showed towards customers. The ground staff's attitude was that they are merely third party agents, not BA employees, and therefore they quickly washed their hands of us all, telling us we had to contact BA directly via phone if we wanted help. They couldn't even provide us a phone number, telling us to look it up on ba.com ! So BA abandoned its passengers. They did tell us that the BA departure to Heathrow had also been cancelled, meaning there would be no further BA flight from Frankfurt to London that day (although other airlines were still operating the route- but BA refused to rebook us on them). The reason given for both cancellations was "technical reasons". No assistance or information was provided on our rights due to cancellation, nor any information on help regarding food/ accommodation help etc. Their attitude was literally that the cancellation had nothing to do with them and it was our problem, not theirs. I received an email an hour later notifying me that I had been automatically rebooked on an alternative flight 24 hours later, which wasn't acceptable as I had to get back to London that night. I rang BA's call centre and again, they showed a high degree of callousness. 95% of the half-hour call was spent with me waiting on hold, with the phone just cutting off after half an hour, and no meaningful information given to me by that point. There was no attempt by the call operator to call me back when the line cut (and I had a solid phone signal and wifi as I was still standing in Terminal 2 of Frankfurt Main airport), even though my phone number is listed in my booking contact details. They just don't care. In the end I had to arrange my own return to London by taking a coach to Hanh airport which was 11.2km away , waiting there for 5 hours and then booking an expensive last minute ticket with Ryanair to Stansted. At least that flight operated on time and got me back to London! BA i

s worse than a low cost carrier now.',

' Trip Verified | London Heathrow to Keflavik, Iceland in Business Class on an A321. British Airways provides an unusual Business Class experience for intra-Europe flights. The seating is similar to most airlines - middle seat vacant and little extra space - but on British Airways the Business Class cabin extends to almost half the aircraft. This makes it less than a premium experience at every step, from boarding to onboard. The WiFi worked for only half the flight and there are no refunds. But when it worked it was surprisingly fast. Service on this flight was very good and we got to Keflavik on time.',

" Trip Verified | Mumbai to London Heathrow in Business Class on an ageing B777-200. This aircraft featured the older Club World flatbed seats. They are comfortable, there is enough storage space around the cubicle, and the monitor screen is among the larger ones I've seen on airplanes. BA's new Club Suites are said to be far superior, competing with the best B-class rivals. The entire Business Class cabin had just 2 washrooms but it wasn't an issue on this flight since the premier section wasn't at full capacity. There was Wi-Fi on board, fast enough to even send videos via messaging apps. Service onboard was competent but the staff lacked warmth. The food was alright and no more. The biggest plus of this flight is that it gets out of Bombay at 1:10 pm in the afternoon instead of the ungodly early morning hours most international flights take off from India. The airport experience is far more pleasant at this time. In summary: British Airways provides a good, but not spectacular, Business Class product.",

' Trip Verified | Care and support shocking. Written by a previously loyal BA traveller. Lies and misleading unprofessional service. Told that my flight was cancelled. Booked on to next available flight in downgraded cabin from business to premium economy. Called to ask why. Told technical fault with my original flight. My suspicion was another reason. At airport, check in staff said that not enough crew to staff original flight earlier in day. Why take my money and allow me to book a flight which would have allowed me to get to work as a doctor in the first place! How can you trust such an organisation to look after you as a flying customer.',

' Trip Verified | Flying A380 business class should be a pleasure but BA has made it a disaster with the worst seating and configuration imaginable. How could any sane person could jam so many seats into a limited space and expect passengers to be happy. Seats are narrower than economy on some airlines and you must face another person until a plastic screen is raised. The Tv screens are the size of a medium sized

tablet and the controls are behind your head in a sitting position. There is no where to put anything except one small pull out drawer at ground level that can not be reached when seated nor accessed when sleeping. The window seats and middle seats are accessed by having to jump over a passenger on an aisle seat and the seats are so low that they are hard for elderly to get out of. The whole business class set up is a sick joke. Eating is difficult because the seat is not close enough to the table and the tables are so flimsy that drinks can fall off. Are there any redeeming features - the answer is no. If you like a little comfort avoid BA like the plague.

✓ Trip Verified | British Airways absolutely does not care. My reserved seat was change from an aisle to center seat for this overnight, full flight and it was quite awful. After enquiring at LAX check in, the agent said sorry, nothing we can do. Onboard the flight the attendants seemed to try and finish the meal service at a racing speed, with meals trays passed out with no proper questions about choice. Then back and clearing trays and they disappeared to rest in the kitchen for hours after that. No water runs, if you need anything do not bother with the call bell, as they simply ignore it. I used to like travelling British Airways 10-15 years ago, but the bean counters have been in and lowered it close to a lowcost carrier. I guess staff are badly paid from their terrible attitude and service. My last trip to London was with Delta, they are so much better than this very poor excuse of an airline that British Air has now become.',

✓ Trip Verified | My recent experience with British Airways was not just horrendous, it was an utter abdication of responsibility on their part. I arrived at JFK ready for my flight to Malaga, only to find it had been cancelled with zero notice. After a draining 2-hour altercation, I was finally placed on a different flight. The nightmare continued when I landed in Malaga sans luggage, containing essentials for my son's wedding. Thirty agonizing hours later, the bags showed up—but my brand-new iPad and a special watch for my nephew were missing. The items weren't merely valuable; they had emotional significance, which made the loss even more gut-wrenching. You'd think a reputable airline would make amends for such errors. Despite the clear mishandling of my baggage by their team, they refused to offer any reimbursement or even a modest amount of airline credit. Their customer service was not only ineffective but also astonishingly callous. Their response was, in essence, "It's your fault for trusting us with your belongings." This isn't just poor customer service; it's a complete disregard for basic human decency and responsibility. British Airways had numerous opportuniti

es to right their wrongs and chose not to. If you have any respect for your time, belongings, and emotional well-being, avoid British Airways at all costs. They not only fail to deliver on promises but also refuse to make amends when they err, leaving customers to bear the brunt of their incompetence.'


✔ Trip Verified | This is to express our displeasure and concerns regarding our flight to Italy. Our trip was effectively ruined by the failure of our luggage to arrive with us, coupled with the length of time it took for it to eventually reach us (9 and 12 days)! Our departure dates: June 19, 2023 - Flight BA 294, Chicago to London. June 20 rebooked by BA on BA 546, London to Rome. All flights were late. On arrival in Rome, my wife was forced to walk to the check-in desk because our reservation for wheelchair assist from the plane was never transferred by BA. She was told by the cabin crew that there was no reservation for her transport. Also, our checked baggage (2) failed to make the BA rebooked flight from London to Rome. BA took 9 days to deliver my bag and 12 days to deliver my wife's. I called BA Baggage Claim Services daily. I was frequently cut off after waiting on hold for over an hour. We had Apple Air tags in both bags, and sent pictures showing their exact location to BA Baggage Claim several times. After 5 days, BA stated that they found my wife's bag, but needed to verify ownership! Both bags as described had bright pink 4" easily visible tags and bright pink bows. Taking 9 and 12 days to deliver them is inexcusable. Our return date: July 3 - BA 553, Rome to London. BA 297, London to Chicago. All flights were late. We arrived in Chicago more than 3 hours late, missing our ground transportation to our home in Michigan (3 hours away). We had to find a hotel and stay overnight near Chicago. On July 12 we filed our expenses for replacement of lost clothing and toiletries, also for food purchased at Heathrow due to the flight delay and overnight hotel charges in Chicago. After 2 weeks, I went online asking for some follow-up on both cases, but have had no response at all from BA. We are retirees on fixed income, and can not fund BA's errors. I can honestly say that the times I was able to reach a human being, they were all courteous and attempted to help, but appeared at a loss. ",


✔ Trip Verified | I flew London to Malaga on 27 August in Club Europe. We stood around at Gate B45 in Terminal 5 for over an hour, with staff giving very different reasons for the delay, late inbound aircraft etc - but the plane we boarded had been sitting there for more than an hour! After boarding, the captain stated that because they had changed planes there would be no meals served. This is Club Europe, and we received one small packet of crisps throughout the flight. N


o effort to apologise. We smelt the hot meal for pilots being heated and then saw it being served to them on a Club Europe meal tray. Cabin crew also had warmed pastries (and were very quick to use air freshener in the front galley!) while customers received zilch. BA sent an email the following morning to say sorry - nothing else. What a complete and utter rip off by an airline that is already cutting back on so many things. I paid a full Business class fare, did not receive any part of the onboard meal service and they expect an email to be sufficient. Avoid BA if you have any other option no wadays, they are the worst in Europe.',

✔ Trip Verified | I arrived at the airport about 2.5 hours before takeoff to have more than about time to get checked in, go through security, etc. All that went without any issues. Being that I was relatively early at the gate, I was one of the first passengers there. After some time boarding had opened. First the business class got called up, then families with children and disabled people. A couple minutes into the boarding they started to call up people, one by one, by name. Then there was an announcement: they won't let anyone in anymore. Me and about fifty other people were still standing at the gate not being let in. The reason, they said, was that the plane was short staffed (Later I discovered, speaking to a manager, that not only the flight was short staffed but also it was overbooked). After the announcement people were getting angry because they wouldn't be let in anymore. Nothing changed and everyone was sent away. I had a connecting flight later that day that I was going to miss because I was not let on the plane. First I tried to get my luggage back which I didn't receive immediately but got a hold of later on thanks to the airport personnel. Then, just like everyone who was going to fly with the same plane, I wanted to talk to someone from British Airways. Since they don't have a service center at Frankfurt Airport everyone went to the check-in counters where we received food vouchers but not a single person was either able to rebook my or anyone's flight nor get anyone refunded. All the staff said was that we were going to receive an email in a couple hours with options to rebook the flight or get a refund. I waited four hours for the email at the airport that did not come until today. Trying to call the airline did not help either because they did not answer the phone or hung up in the middle of the conversation. After the four hours of waiting for the email me and some other people from the same flight went back to the check-in counter to get a confirmation from them that I will receive a refund. Being that there was a new shift the personell did not know what had happened. When they scanned my passport and looked at the flight they found out that the system was

dying that it was my fault I could not attend the flight. It looked like I had missed it. For everyone standing there with me it was exactly the same. But the people at the counter said they could not do anything about it. Later on we were able to speak to the manager after many phone calls he said they were going to take care of it. We are supposed to get an email at some point in the future. I was not able to get a written confirmation that I will get refunded even after several times asking for it. I already flew a lot of times in my life but never ever has such a thing happened to me. Not only that me and so many other people were not let into the plane but also the customer service being so horrible that they were not able to rebook or confirm a refund in any way. In the end the only option for me to get to my destination would have been to book a last minute flight for a lot of money which I would not know if I ever got it backed.',

' Trip Verified | Filthy plane, cabin staff ok, appalling customer service staff who couldn't care less when dealing with a complaint. Paid extra for club Europe/business class. Food was poor, they gave you wipes to clean your seat area yourself and we were split up so they could accommodate families. Not really what you expect when you pay for the extra service. Will be cancelling our other bookings we have with BA, even if that means we lose our deposit.',


' Trip Verified | \xa0 \xa0Chaos at Terminal 5 with BA cancellations and delays, and staff give different reasons depending on who you ask. 9 out 10 answers were lies. Sadly, BA airport standards at T5 are worse than ever, and we are long past being able to use Covid as an excuse. As a short haul club Europe trip, I expect very little from BA any more, and they barely even provide that, with cutbacks during Covid that are now permanent. If you can find an alternative carrier on the same route, choose them rather than BA. Sadly, on my route BA have a monopoly.\xa0',

" Trip Verified | \xa0\xa0As always when I fly BA it was a total shambles. I was booked Manchester - London - Madrid , BA first leg and Iberia 2nd, I try wherever possible to avoid BA, however the Manchester - London was late, however I ran for my IB flight and got to B gates just as boarding started, being Group 1 I went to board and the gate sounded an alarm, BA had removed me from the IB flight to a BA flight 3 hours later! As BA had reissued the ticket IB could not put me back on the flight, so 3 hours wasted because of BA's total incompetence. This airline is a total disgrace, the crew were not nice, typical BA crew oh im so fabulous I don't need to be nice to paying passengers, club europe cramped and terrible food! ",


' Trip Verified | First time using BA business class but


we were pleased with the service received. No one was waiting at check in/bag drop and through security in 2 minutes. We used the lounge in the b gates area which we found quiet with plenty of food and drink on offer. Boarding was quick and the cabin was on a 1x2x1 layout with 12 seats although there was a larger b/c cabin behind that had about 30 seats. Again food and drinks were plenty full and good quality. Service from the cabin crew was excellent and the cabin manager (Lauren) even made up a birthday card when she found out it was my wife's special birthday. Departed early and arrived at JFK early as well. The only thing that I disliked was paying £117 each to select our seats and no free wi-fi.',


'Not Verified | Extremely rude ground service. We were non-rev flying and London was our connection/layover. Gate agent was extremely rude and forced me to check my carry on suitcase with the explanation that it was "oversized." However, when I put it in the sizer, it fit perfectly without force. The plane was not fully booked and had lots of room overhead. The gate agent was insistent and rushed us with no regard for the fact that we would have to redo security in order to get our bags again, as we were switching airlines and needed to carry them on due to our non-rev status. The flight itself was good, attendants were polite and helpful. No complaints there. Just extremely unhappy with the gate agent service. I understand that it is not a pleasant job and frankly I would not be overjoyed to work there either but that does not explain why we had to be inconvenienced with no fair explanation or attention.',

" Trip Verified | My son and I flew to Geneva last Sunday for a skiing holiday in Les Arc. The flight was cancelled moments prior to boarding and we were transferred to a flight departing three and a half hours later, that then got delayed by a further three hours. They didn't load any food onto the plane and forgot to load the baggage for all the business class passengers who had been on the earlier flight. Problems happen, it's a complex operation. What is totally unacceptable is the service one receives when there is a problem. The offshore call centres are unhelpful and obstructive, wanting to fob off issues by getting the customer to call special help lines that merely refer one to a webpage and then cut off. The web pages are often unable to give information as they are not updated and often refuse to update your inputs 'at this time. please try again later'. There is no access to people that are willing to help, empowered to help, or actually move a situation forwards in any way. We've been sitting in a hotel waiting for the bag to arrive for two and a half days, unable to ski due to our entire wardrobes being in the cases. The outdated luggage 'tracking system', had the

suitcase in Geneva 2 days ago, where it sat with no-one willing to step up and get it delivered. What an incredibly heartless and incompetent company. ",

' Trip Verified | For the price paid (bought during a sale) it was a decent experience although the club class (business class) seats offer no more legroom than economy class (using short-haul fleet on a 4 hour flight). Fast track through security was not honoured. The lounge at Istanbul airport was over-crowded as it is also open to the public who can pay for usage, causing a long queue for entry , which was badly organised. Boarding was smooth, cabin crew were friendly but their service was hit-and-miss. Eg. Some people got a "welcome" and some didn't; Half of the cabin was automatically offered coffee after dinner but not the other half. However, drinks were replenished generously and regularly and the meal was good (with a choice of three mains from the menu).',

" Trip Verified | Flight left on time and arrived over half an hour earlier than scheduled (thanks to strong tail winds). The flight was full but no catering had been loaded for economy passenger at Heathrow so for 3 and a half hours we only had a small bottle of water and a small packet of corn snacks. Nothing at all available to even buy to eat! Worse than a low-cost carrier experience in this sense. One of the light panels overhead the seats towards the back of the plane was broken and loose and just hanging above the unfortunate passenger's head for the whole flight (poor maintenance of cabin). I would choose another airline on this route in the future, as one of their competitors offers full meal service on this route even in the economy cabin.",

' Trip Verified | Very Poor Business class product, BA is not even close to the other airline leaders. Which ever way they sell the seat on a 777 it is a 2-4-2 layout. The cabin feels and is very cramped. The food in business class is economy quality just served in a china dish! However, the price of course is at premier levels. The only positive of the whole flight and return were the cabin crew who were fantastic. I felt genuinely sorry for them having to try and flog such a poor product. Would I fly BA business again? only if there were no other options and I had no choice.',


'Not Verified | This review is for LHR-SYD-LHR. BA015 and BA016. Business class had a 1-2-1 configuration on 777 giving space, privacy and easy aisle access. Seat reclines into comfortable flat bed. Good quality pillow and duvet. Privacy with sliding door. Good storage space around the seat and charging point. Flights on time - no delays. Gluten free meals were very poor in quality and presentation. Warm processed meat between two bland slices of GF bread apparently is a business class breakfast. On two sectors the main course (no cho


ice offered) was bland fish which was served in a single small tray covered with foil - in business class? Condensation had formed as the dish was reheated (probably from chilled) so the offering was sitting in a weak watery liquid. One crew member appeared genuinely apologetic as they meekly served one meal. Do BA also serve the same GF offering in economy, economy plus and first on a long haul flight? My advice if GF - take your own food or dine in the lounge if you are in the care of BA for 24 hours. My travelling companion had very good regular meals, or so they told me, with a choice of main course on the same flights. Crew gave the impression that they were doing a job covering the basics and rather than welcoming and engaging. Usual hospitality industry waffle about service but little of substance delivered.',

✓ Trip Verified | Absolutely pathetic business class product. BA is not even remotely competitive with other International airlines in the business class market. With old outdated 8 across seating - no, I did not make a typing mistake - you either have to climb across someone or someone has to climb across you to gain aisle access. The crew must also hate this layout since they have to reach through little window openings to provide service to passengers in the 2 center seats. BA, like most other European-based airlines does not have a factual Intra-European business class product even though they promote & sell business class. Intra-Europe flights feature the same 3+3 seating throughout the aircraft & the only difference being the middle seat is left empty in "business class" & passengers get a meal & drinks, but this does not justify the higher cost. BA's Trans-Atlantic business class product is only slightly better because of the "narrow" 8 across seating. The biggest surprise on both the LIS/LHR & LHR/IAH flights was that BA has, in fact, substantially improved their food quality. Shocking! Unfortunately, it is served in the WORST business class configurations of ANY International airline I have flown. The entertainment system & small screens - my laptop screen is twice the size - is like an airline offering 2 decades ago. The flight crew was "pleasant & perfunctory" which is about the best one can expect from a BA crew. BA will simply never match the quality of carriers like Singapore, Emirates, Qatar, Etihad, EVA, ANA, Japan, Air New Zealand, Qantas or many others. BA can compete with US-based airlines like Delta, American & United, which are also not even in the same Universe in terms of a high-quality business class product. One of the biggest slaps in the face is that BA expects business class passengers to pay to select seats, even though they have paid thousands of dollars to fly business class. Several hundred US dollars for Trans-Atlantic flights. Only if you wait until 24 hours before flight

time are you allowed to select a seat at no cost. Certainly another BA Management decision that was made without a functioning brain.',

'Not Verified | Overall not bad. Staff look tired and overworked, trying their best. Weird seats, I was in 21G going, and 21D going home. The buttons to press for the seat recline are so stiff I had to get help on both flights to get them to work. There is another button, also very stiff, to bring the "leg rest" out. This is an awkward thing which doesn't come up far enough to be of any use at all for your legs, but just obstructs your feet really. Again, I had to get help to activate the very stiff buttons. At one point, the lady next to me was pressing the buttons for me while I tried to recline, sit up, or put the "leg rest" back. We gave up and called the flight attendant, who also had trouble. BA: please give this some maintenance! Food: only one out of three menu choices available by the time it got to me in Premium Ec. It was pasta and was not too bad. A Christmas Turkey Dinner was offered, but why not load more if it is so popular that it is not available 10 minutes into the meal service? "Breakfast" was an unidentified soggy pastry thing in a cardboard tube. It was disgusting, same offered on return journey. A cold pastry and fruit would be so much nicer. The tea and coffee was hot at least. Overall, I would say Air Canada provides a much superior Premium Ec service than BA. I won't choose BA again.',

' Trip Verified | This was our first flight with British Airways in over 13 years and as usual I couldn't fault them. As we were connecting, we had little interaction with ground staff - staff in the lounge were friendly and helpful. Cabin crew on the flight were great - very welcoming and friendly. Our meals were delicious & no shortage of drinks being offered. The seats were economy seats with the middle row blocked off and some recline. We arrived into Stockholm a little early through a snow shower which was a nice welcome back to Stockholm. Bags (checked in at JFK) were delivered safely within 20 mins of arriving.',

' Trip Verified | I recently encountered a highly disappointing experience with British Airways, specifically regarding their customer service. After my initial flight leg was canceled, I was rebooked with a connection at London Heathrow reduced to a mere 1 hour and 30 minutes. Realizing the impracticality of this, I promptly contacted British Airways within 10 minutes to request a more reasonable layover of 3-4 hours. Shockingly, the customer support representative flatly refused, citing an inability to change my flight. Despite explaining the logistical challenges of a short layover and a terminal change requiring additional security procedures, I

received no assistance. To add to the frustration, the representative inaccurately noted on my account that I was presented with multiple options during our conversation. Moreover, the use of military time format and the lack of initial options provided only exacerbated the communication issues. Both phone and email support proved equally incompetent, and I was informed that customer service is outsourced to India, allegedly contributing to the subpar service. This experience has left me not only struggling to rebook my flight but also with a strong resolve to avoid British Airways in the future. The lack of assistance, blame-shifting, and overall incompetence in customer service make it my worst experience yet. I strongly advise others to steer clear of British Airways and their appalling customer service.',

"Not Verified | Beware! BA don't provide any refund due to a very serious medical reason. My father was diagnosed with a severe heart defect a couple of weeks before his flight date and BA refused to give any refund as this was not a good enough reason!! We sent them a medical note from his doctor saying he is unfit to travel due to potential heart failure and needs to have heart surgery as soon as possible, and the operator totally dismissed it. They said only thing they can do is change the travel date within a year. Heart surgery recovery takes months and it's highly unlikely that he will be able to travel within the year, meaning he would lose his ticket and money! They said they can't do anything to help, not even change the name on the ticket so someone else can use the tickets! The most ridiculous thing I've heard!",

✓ Trip Verified | Check in was chaotic and badly organised. Even though there were two desks, one for premium and one economy, there ended up being just one queue, in front of the premium check in, even though most passengers in it were economy. That meant that those travelling in club or with higher status had no separate queue to join. Whilst I was waiting in line another passenger went up to query and we ended up forming a new line in front of the economy check in desk for premium passengers, unnecessarily badly organised, the staff in charge should be retrained! Security at the airport was very quick and through to the lounge. This is a generic airport lounge for all airlines, and it is actually quite good overall. Nice layout and seating options, reasonable food and drink options, and an outdoor terrace which is really nice. Boarding was very well organised, although quite slow to get everyone on board.. but the flight was probably only half full and we still departed early so I think they felt no rush.. and it actually made the boarding experience nicer and more relaxed. On board the club Europe seats are fine by European business standards, although as previously commented a

re really not very good overall.. the meal service was disappointing. As is normal, BA do not stock enough of the proper meal option .. when the options are so limited and varied in quality BA really should stock enough for everyone to have the good meal. Sadly they had run out by the time they got to me so I had the option of vegetarian sausage or a salad. I wanted a hot meal so went for the sausage and I can honestly say it was one of the most disgusting onboard meals I've ever had in any cabin class, rolling some mush (similar consistency to mashed potato) into a sausage shape does not make it a sausage! BA you need to improve the meal options, make the vegetarian meal something you specifically have to request in advance and offer all passengers a choice of two decent meals .. then people will not be left with such a substandard alternative when their first choice runs out! Whilst I hadn't planned on using it, the on board WiFi was not functioning so was not available to use. Overall though the flight was fairly comfortable and the cabin crew were very friendly and efficient. I used avios to pay for the flight so it was obviously good value for money for me!'

'Not Verified | All 4 of our flights were fine in terms of comfort, punctuality and service. I feel safe with BA and that is my main reason for booking with them even though I could travel with other airlines more directly. On our return flight ATL/LHR we skipped the evening meal preferring to sleep and were looking forward to a hearty breakfast prior to arrival at LHR. Sadly we were seriously disappointed. To serve a chicken sausage in a wrap for a business class breakfast is just unacceptable. Does BA actually pay experts to design these breakfasts? Low point on an otherwise good trip.'

'Not Verified | I had hoped this would be a good review but unfortunately it won't be. I flew business class from LHR to PDX on the BA nonstop. It was a 787-8 series aircraft. The flight attendant specifically mentioned it was eight years old as he recalled flying it when it was brand new. The business class seats were abysmal. My seat was at the window facing backwards. With the divider down, which had to be in that position for boarding, taxi, takeoff and landing, I was literally just a few feet away from the person in the aisle seat who was facing forward, We both couldn't help but stare at one another. It couldn't be avoided. It was horrible. The service wasn't all that good either. The flight attendant did a pre-dinner drink. When she came back to ask for my choice for dinner, she said none of my selection were left. I was a little upset as nothing else appealed to me. She then came back later, and said the other part of the aircraft had more of the meal selection I wanted. I'm not sure why they didn't coordinate that to begin with. I was NOT offered any wine or

other drink with with dinner. The meal was put down in front of me and the flight attendant never came back other than to clear the tray. Overall, this flight was not very good. I flew over on American and back on BA and paid \$6000 round-trip. I'd fly American again. My preferred carrier is United or Lufthansa. I'll never fly BA again.',

✅ Trip Verified | I was going to fly to Frankfurt from Glasgow over London but the flight from London to Frankfurt was cancelled. This meant I had to stay overnight in London where I have no accommodation etc. As I was rebooked to a flight from London City airport which was more than 2h by train I had to get an uber and then take a hotel for £250 in total (London prices). I was reassured over the phone that I would get all the money back. My flight from London city airport was then cancelled again and rebooked to London Heathrow but two days later. I then cancelled that flight and rebooked a new one with Lufthansa as I urgently had to get to work and needed the money. I never received the money back for the hotel, compensation for cancelled flight 1, compensation for cancelled flight 2, the extra food I had to pay for, the uber, or the actual cost of the flight. I was first transferred 3€ by British Airways. They stopped replying to me and told me the issue was "weather conditions" although other non-BA flights were going. I lost over £700 in total and never got compensated for the loss of a work day either. It just really feels like they don't care about people. Worst service/airline ever.',

✅ Trip Verified | Much better experience this time around. Flew CPT to LHR on a new A350. Checkin was efficient. I used the Bidvest lounge at CPT as it is better than BA's lounge. Boarding was speedy. The new business class club suites are very good. Slightly irritating to be directed to the wrong seat (1A instead of 1K) which meant that after settling in the passenger in 1A showed up. We arranged a seat switch. Second time in a row it has happened. Why can't BA staff memorise which side of the plane is which and get it right? Captain's announcement was short and on point. Welcome drink was served at the correct temperature i.e. cold (first time ever for me - previously BA has always served the welcome champagne warm). IFE system was good - everything worked as it should. Felt slightly cheap that business class passengers have to pay for wifi. I did not bother. Cocktail was good. The nuts came on a cheap plastic tray which was naff ... other airlines bring out something classier. A female flight attendant came to take my order and I asked for Rooibas panacotta and the chicken breast. She repeated back to me "so you want a P and a C". It was such a bizarre thing to say that I misheard. I thought she said "so you want beef and sea"? Confusi

on reigned until she explained to me she had a checklist of passenger orders and they abbreviate to first letters so she was saying "P" for panacotta and "C" for chicken. But how bizarre to repeat back an order to a passenger in code. Why not just say, "so to confirm panacotta to start and chicken as your main dish", like every other restaurant / airline does in the world? The internal coding of food ordering is exactly that - internal. She even looked irritated at me that I did not understand her jargon first time. The food, when it came, was excellent. Much much better than recent flights. I read somewhere that BA changed caterer. If so, it shows. The panacotta was superb as was the chicken ... good restaurant quality. The wine was OK to good but definitely not good to excellent. I feel that while the food has got better in BA business class, the wines have got worse. Certainly compared to Air France which I have also flown recently. The wine was brought out on time (not after I finished eating as it was last time I flew BA business). Cheese was also good and not teeth crackingly cold as last time. I had a good night's sleep. Plenty of snacks out if you wanted them (and they did not run out). Breakfast was excellent and the coffee was hot (previously it has been lukewarm). So all in all a vastly improved service offering. The staff seemed rushed off their feet ... it would not hurt to have an extra flight attendant to look after so many business class seats. Overall summary: vastly improved passenger proposition. It would be 10/10 but I deduct a point for showing me to the wrong seat and another point for the bizarre interaction with the female flight attendant who repeated my food order back to me using internal jargon codes.',

✓ Trip Verified | Once again a terrible business class experience with BA. The flight was delayed by 4.5 hours, The plane was very old with problems with at least 4 of the seats in business class not cleaned properly prior to departure. Food was terrible as always with BA and only one choice available from advertised menu. As a result of the delay we missed our connecting flight from Heathrow and instead of putting us on the next connection they chose the second last flight of the day - which was also delayed by over an hour meaning we had an additional 4 hour delay whilst at Heathrow. At no point were we advised about our compensation rights (despite asking at check in and connections) or provided any vouchers during the delays. Having flown Etihad, Qatar and Virgin business class equivalents over the last year it is clear to see how big the gulf now is between BA and its rivals.',


✓ Trip Verified | BA A380's are showing their age, hopefully they will update the interiors soon because it was a let down especially when the flight lasts 11 hours. Cabin crew


were good and helpful. Dinner was ok but the breakfast was grim. On board entertainment was not the latest and seat back USB points didn't work. The only upside of BA is that it is only 1 of 2 airlines who fly this route directly and their pricing reflects this, if you're prepared to lay over then there are better airlines out there.",


✔ Trip Verified | Credit to BA - Flew to Singapore recently and also back from Doha to London and both experiences were great. Service was fantastic as was the quality of the food, entertainment and was left feeling BA have got it together after a few previous below average experiences. You definitely notice the difference with the staff on BA - Far more approachable and outgoing compared to the cold and corporate middle eastern airline crews. Nice one BA for 2 great flights.',

✔ Trip Verified | The check in area for premium classes at Gatwick is very nice, and there was no queue when I arrived so I was able to drop my bag very quickly. Premium security at Gatwick is fine. The flight was delayed due to NATS issues, but the member of staff on arriving at the lounge let me know of this. The lounge is nice and it's very comfortable. There was an excellent range of food and drinks. All the drinks you would expect. Food wise there were sandwiches, soup, pasta, salads, fruit, Spanish stew, as well as turkey and ham pies with mashed potato, roasted parsnips and carrots and gravy. It was all really good and particularly nice to see so many options. Boarding was pretty slow, although the gate crew did a good job to keep it well organised and allow priority passengers to board first. As has been well documented the onboard experience in terms of seat on BA Europe business is pretty poor, but in line with other European carriers sadly. That being said, the seat is well padded and comfortable and the adjustable headrest is quite good. The onboard catering was of excellent quality. I was lucky to get my preferred option of the roast turkey, but several people sat near me weren't as lucky. I do understand that meal options may run out but when the meal options are roast turkey with all the trimmings, vegetarian cottage pie or a chicken salad you really should be stocking enough for every passenger to get the proper meal. Or failing that, allow an order in advance service where you then only stock the meals that people want to eat. Whilst I fully support the desire to minimise waste, both food and cost, people really should really be able to get the ideal meal option. Unfortunately one of the people affected reacted very badly to this and took it out on the cabin crew which is unacceptable.. they also lost a bit of perspective about just how serious a situation it actually was! The cabin crew were very nice, friendly and profes

sional, if a little slow.. but not to the point of detracting from the positive experience I had. The ground service at Gran Canaria was pretty poor, priority bags clearly meant nothing. 95% of bags coming out were not priority, mine came out about halfway through bag delivery and demonstrates poor delivery of service and not fulfilling on the service they promise to their customers. Overall though it was a very nice flight, and having paid for it using avios and £1 I cannot complain at all.',

' Trip Verified | The flight took off a little late due to Heathrow congestion but still landed on schedule. Boarding was smooth and the onboard service was efficient. A small snack was served for free with a bottle of water; additional items were available for purchase. The cabin and toilets were very clean. Overall an unremarkable flight but in a good way!'

' Trip Verified | BA is great in the air! But... they sell you connections thru London Heathrow Terminal 5 (their private, BA-only terminal) which you are practically not able to make. 90 minutes stopover time, European flight inbound, transatlantic flight outbound, you arrive at the terminal gate ON TIME and... book, security! Endless line, slow process. Your boarding starts and you are nowhere near the X ray, and then.... it is a train ride withing the same terminal (but different, distant buildings). Almost impossible to make. Lots of stress.'

" Trip Verified | I had broken my leg 2 days before our return flight from Lisbon to London. I called to get some assistance from British Airways, hoping for wheelchair assistance, an easier seat to get to, or possibly an upgrade so that I could stretch out my broken leg, which was in a cast. This airline failed on all fronts. Quoted us a price of €6,000 each (I was traveling with my husband), which we could not do. Almost didn't let me on the plane, trying to interpret my medical report. They did not attempt to change our seats, which were near the back. The single concession they made was to allow me to board 1st, but did not offer a wheelchair, so I had to swing myself down the aisle to my seat using the arm rests of all 21 rows before my seat, as the aisles are not wide enough for crutches. Might I add, I am nearly 70. Had to exit same way. No wheelchair waiting for me at Heathrow, had to hop onto bus with crutches to change terminals and nearly took a tumble doing so. Took so long to get a wheelchair that they had to hold my connecting flight (on another airline) for me and we were last to board. That flight had allowed us to upgrade to business class, for a reasonable price, and took great care of me."

' Trip Verified | Check in at MIA straightforward. BA use

American flagship lounge near gate D30 which is excellent. Flight delayed but only by 1 hour. Boarding chaotic. On board staff were fine. Seat was fine too but product ageing. Post take off service prompt. Slept for 6 hours. I noticed that in club world BA have ditched rose champagne which is a shame. Pre arrival breakfast was ok. Slow to deplane. Luggage of f ok.',

✔ Trip Verified | Never I saw such a terrible customer experience. The plane landed already 30 minutes late: despite any operational delays, the boarding took over 1 hour because the crew did not know where to place the luggages. After this long 1 hour boarding process, the captain did not apologise. This is extremely frustrating when this occurs on a night flight, forcing passengers to lose train connections to home.',

✔ Trip Verified | Having not flown with BA for a few years, I read some of the reviews in preparation, needless to say I boarded this flight with low expectations. I was pleasantly surprised as the flight was ok. We left LHR a few minutes early and arrived at JNB ahead of schedule. Cabin crew, although not as good as some carriers were attentive and professional. Onboard catering was a disappointment as if you were unlucky to miss out on the chicken you were given a very sloppy pasta. On board entertainment has never been BA's strong point and sadly that hasn't changed. Unfortunately BA is not the prestigious carrier it once was but its not as bad (from my experience) as some reviews suggest.",

✔ Trip Verified | Dear Community I feel compelled to share the utter frustration and disappointment that defined my recent travel experience with British Airways. Buckle up, folks; this one's a rollercoaster. On July 16 and 17, 2023, I had the displeasure of flying with British Airways on BA709 and BA7, and let me tell you, it was a nightmare. The initial flight from Zurich (ZRH) to London (LHR) on BA709 faced a seemingly unavoidable one-hour delay upon arrival at LHR. This, of course, resulted in me missing my connection to Tokyo, triggering an automatic rescheduling of my flight to Tokyo (HND) via Beijing with Air China. Oh, but the fun didn't stop there – flight CA183 was also delayed, turning my 16-hour delay into a grand total of 23 hours, finally arriving in Tokyo at 23:00 instead of the promised 7:10. And the cherry on top? My four checked-in suitcases decided to take a detour and didn't join me in Tokyo, forcing me to waste an additional two hours filling out forms at the baggage center. I finally got my lost luggage back on July 23, because why make it easy, right? But wait, there's more! My return flight from Tokyo to Zurich (BA8) on August 8 also danced to the delay tune, making me question if punctuality is just a myth for British

Airways. The cumulative impact of these delays torpedoed my vacation plans, stealing a whole day of scheduled activities, including a guided Tokyo tour. As if that weren't enough, I had to dig deeper into my pockets for unforeseen expenses—extra airport transfers, tour operator assistance fees, emergency purchases, airport meals, and international calls for rearrangements. The lack of assistance at LHR airport was the icing on this bitter cake. Installing the BA app just to get basic information about alternative connection flights was a hassle, and the fact that no BA clerk could provide this info in person was downright infuriating. British Airways, you've left me with a sour taste in my mouth and a dent in my wallet. Here's hoping you take this feedback seriously and step up your game because right now, it's not a good look. Frustrated and fed up, Bert",


✓ Trip Verified | Quick bag drop at First Wing but too many passengers so had to use fast track security in main terminal. Direct entry to Concorde room outside security south. Ate excellent breakfast which was served promptly. Concorde room is a nice place to wait for a flight there is some interesting memorabilia and an excellent bar. Boarding from gates was disorganised and slow. On board cabin crew excellent. Good choice of beverages and these were of high quality. Food was good. Seat comfortable. No first bedding provided. On time arrival into Miami. Baggage took 1 hour to arrive',

✓ Trip Verified | 4 Hours before takeoff we received a M ail stating a cryptic message that there are disruptions to be expected as there is a limit on how many planes can leave at the same time. So did the capacity of the Heathrow Airport really hit British Airways by surprise, 4h before departure? Anyhow - we took the one hour delay so what - but then we have been forced to check in our Hand luggage. I travel only with hand luggage to avoid waiting for the ultra slow processing of the checked in luggage. Overall 2h later at home than planned, with really no reason, just due to incompetent people. Service level far worse than Ryanair and triple the price. Really never again. Thanks for nothing.',

✓ Trip Verified | I recently had a delay on British Airways from BRU to LHR that was due to staff shortages. They announced that there was a 2 hour holding delay but they would board us immediately in hopes of clearing the gate and leaving early. We had to wait the full 2 hours inside the airplane. The plane was old, dirty, had no power at the seats. The staff provided a small bag of pretzels and 250ml of water to the passengers for 2 hour delay and 2 hour flight. There were no options to purchase food or drink. There were no entertainment options available. I am a OneWorld emerald elite member but they do not upgrade members based on status. First c

lass lounges at Heathrow are overcrowded, understaffed and poorly equipped. The help desk is completely unhelpful when an error arises with delays and cancellations - even when having the top status. The Avios points system has been devalued to near worthlessness and requires fees to book reward that nearly equal the price of the revenue ticket. British has lost its way in recent years and has moved from a world-class airline to a budget airline with much worse service and timeliness than Ryanair or EasyJet.',

'Not Verified | Boarded on time, but it took ages to get to the runway due to congestion. Flight was smooth and quick. Snack and drinks were good for a short flight. Landed only about ten minutes late. One bag of three left in London, forms quickly filled in, and the bag was delivered the next morning.',

" Trip Verified | 5 days before the flight, we were advised by BA that it had been cancelled and asked us to rebook. There were flights 1 hour before and 1 hour after our original flight but they made us take one 3 hours earlier. Our original ticket (and the return flight a week later) included a checked bag. When we arrive at Heathrow to check in we are told our ticket doesn't include a bag and we will have to pay 75 pounds each to take them. We explained that the original ticket had the bags and when they checked the system they confirmed that it did- but not this one! They would make no effort to sort it out and just told us to pay up or they would remove us from the flight. So we had no choice but to pay up, thinking it should be pretty easy to get a refund. 15 months and 10 emails later we have still not seen a penny. Every time I ask where my refund is and state how long we have been waiting I get an inane email saying some departments take longer than others to respond! Absolutely hopeless airline to stuff up the booking in the first place and even worse customer service to not even attempt to solve the problem at check in even when they could see the mistake THEY had made in their system, compounded by being unable to investigate a very simple claim, and refund me 150 pounds in 15 months.",

'Not Verified | \r\nWe traveled to Lisbon for our dream vacation, a cruise to Portugal and Spain. Our friends did not EVER get their luggage. It was a two week cruise. Two weeks without a change of clothes or her CPAP machine. Contacting customer service was a nightmare. We never talked to a real person. Very little effort was put into getting them their bags. In one port we were on the ship and the bags were at the airport. The airlines did not deliver the bags nor did they tell our friends that they needed to go get them. The airline couldn't be bothered to take the bags from the airport t

o the ship. BA says it is their policy to get you your bags within 72 hours. That is a joke! It's been over two weeks and they still don't have them. They are back home in the US and last they heard the bags were in Lisbon! If you have a choice, do not fly British Airways. Customer Service is nonexistent!'

✓ Trip Verified | Booked a flight from Bucharest to Manchester with a 2h 45' layover at Heathrow. Flight was delayed from Bucharest because of ATC strike. Arrived at Heathrow 40 minutes later than scheduled and still had enough time to catch my connecting flight. Unfortunately we were stranded in the plane and waited a very long time to disembark the plane due to lack of staff or slot shortage (it's a common problem with BA at Heathrow). I missed my connecting flight because of their delays and they told me I had to wait all night in a freezing airport for the first flight the next day. There was just a shameful 10£ food voucher which is a joke considering the ridiculous prices at LHR. No accommodation offered and had to sleep in a very cold airport. I asked for compensation and they sent me a long text with the same lame excuses that they are sorry, but they will not compensate anything. I can't imagine a worst airline than BA regarding customer care. It is not about money here but rather than the way they treat customers. It is the last time in my lifetime that I will be flying this joke of an airline.'

✓ Trip Verified | Booked online months ago and the only hitch was replacement aircraft meaning chosen seats were different. I was informed of this prior to departure so could amend. Bag drop at MAN T3 wasn't smooth but I suspect that was MAN fault. Shuttle boarding was slow and delayed meaning a rush at LHR T5. The flight to CPT was full but we left more or less on time. The cabin was clean and PE was what we expected, sufficient leg and arm room plus a few little perks with drinks. Only complaint is the seats actually recline too far. Staff were very good during the first few hours of service, especially George. Food was quite tasty but one option wasn't loaded. Breakfast was also quite tasty and we landed on time. The fly in the ointment is both our cases arrived late on the carousel and only later did we notice both had been broken into, likely at CPT. All in all a pleasant surprise."

✓ Trip Verified | The flight was on time. The crew were polite. It was the same story on my outward flight. I find that BA in Europe is generally pretty good, though I regret that they have substituted Prosecco for Champagne on the list of drinks you can buy in economy! So many complaints about BA and other airlines revolve around lost luggage that I never check in bags, even for long trips.'

'Not Verified | Angry, disappointed, and unsatisfied. My route was from London to Atlanta. My suitcase was not boarded, therefore not landed with me. For both comfort and safety reason, a bag always fly with its passenger and that did not happen. Claims and few phone calls were made by desk assistants who answered my questions unprofessionally and miserably. Certainly, I was left with nothing but my backpack which contained not more than few snacks. Neither clothes nor anything else was ever provided as an apology. Meanwhile, I was also told that my bag would have been delivered through the next 24 hours which also did not happen. British Airways is a great airline to fly with but its organization, when it comes to customer service, is poor and uncertain. Still waiting for my bag.',

✓ Trip Verified | As an infrequent flyer, British Airways was always my first choice. With some reassurance and comfort of service, quality, luggage allowance etc. In fact I've never flown with the budget airlines. My most recent flight has now changed my view and causes me to reflect on what am I actually getting for my money and is BA what they once were. While the flights were around an hour delayed both ways, the cabin and ground staff service were ok. It is the facilities (or lack of) that I am most disappointed by. The flight was Approx 4 and a half hours and the only thing offered was a half cup of water that was poured out and a bite sized banana slice of cake. In fact on my return journey I wasn't even offered the water! To top it off BA no longer have a media screen from which you can select something to pass the time away. There wasn't even the obligatory flight journey. The WiFi was poor. I couldn't even access the shop. However, for a fee so much more was available. This explains BAs record profit of £1.52bn. So, the question is, what am I paying for? I will now for sure opt for the budget airlines. They are transparent with what they offer and what you have to pay for, which I can decide to choose or not. As BA now stands for Basic Airways I'll go elsewhere and get basic for cheaper.',

'Not Verified | A totally unremarkable flight, on time, as comfortable as European configuration goes. No catering due to the storm - effect greatly exaggerated. This was advised by email, and a euro 15 was provided - not easy to use - but lounge made up for this loss.',

✓ Trip Verified | 1. Ground crew in Heathrow left 60 passengers luggage. We had 3 bags. 2. The Heathrow ground crew left 1 of ours behind after the 1st two were received the next day. 3. The Heathrow ground crew lost our 3rd bag 4 times and we were on the phone with them for over 3 hrs over the course of the week! 4. Due to this, we had to spend \$500 on health and beauty items for my wife on our cruise. 5. British

Airways said they MIGHT reimburse after 3 months. 6. We had to spend \$100 in cab fare to Barcelona because the Barcelona ground crew (Iberia) claimed they had delivered it to us. 7. Heathrow ground crew made us 15 minutes late arriving back into Heathrow after our cruise. We actually landed 10 minutes early, but those incompetent people still were not ready for us. 8. The Heathrow ground crew caused us to leave 45 minutes late even though ALL passengers were boarded and ready 15 minutes before the departure time. This will probably mean we will miss our connection in Anchorage. BA clearly does not care or know how to operate a ground base...shameful. BA is a joke and should be embarrassed they can't operate like a normal airline. They do not grasp the concept that even a small hiccup can cause mass ripples of chaos to other people.",

✓ Trip Verified | London Heathrow to Gibraltar on 24th October 2023. I shall start by reference to the booking process. I used the BA website to reserve the seat and food the website to be easy to use and clear in every aspect. The flight was due to depart from terminal 3 but the passengers were bussed for a good 15 minutes to a different part of the airport where the aircraft was on a stand. When boarding the flight the cabin-crew kept a very low profile and this was maintained during the entire flight. The captain made 3 brief announcements during the flight. There was no in-flight entertainment. The seats were clean and comfortable enough for a short flight. The lack of catering was overt. Other than a tiny bottle of water and an inedible "breakfast bar" one had to use an online system to order even a drink and of course pay for it too. The passengers next to me could not use the online system as it does not seem to work and the cabin refused to sell them a coffee because of this fault. Moreover, the USB charge points did not work either. Given the early hour of the flight it is a poor show that there are not even for sale items available from a trolley service. The system BA have in place is not good enough. The flight arrived on-time. The disembarkation was inefficient though and poorly managed and the crew were not to be seen. The crew were wearing the new BA uniform and it seems to reflect a downward trend of the airline. To be candid, there was any difference between this BA service and that of so-called "budget" rivals. On this route BA have a monopoly and so I did not have an option to use the services of a different company.',

✓ Trip Verified | First time flying British Airways and I would not hesitate to fly economy with them again. Flight attendants were pleasant and efficient. Excellent special meal (low sodium). Comfortable space in economy. One of my better flights.',

'Not Verified | I flew London to Cairo and return in October


er 2023. It was basically a perfectly good pair of flights in Economy, with pleasant and professional cabin crew (especially on the return journey). Being only 1.73 m tall I have no problem with legroom in the back of the plane, the seat was OK if getting a little numbing after 5 hours, and the return of a rather good included snack box and drinks was welcome. However, it must be said that the value for money was poor: with a checked bag on the return leg only, this was a nearly £700 ticket. And although I am content to pass the time by reading or sleeping, it was surprising to find no in-flight entertainment on 5-hour flights. However, overall I would still recommend BA and would do so even more enthusiastically if it was more sensibly priced.',


"Not Verified | Absolutely the worst experience ever. Flew into Heathrow, no problem. Waited for 5 hours, three extra hours, for our connection to Porto then they cancelled the flight. Scrambled for a hotel and a new flight the next day. They routed us through Madrid the next morning. That flight was 1.5 hours late so we missed our connection to Porto. Because we missed the connection (their fault), they cancelled our return flights. After two hours on the phone with customer service from the Madrid airport, they booked us a new return flight, then they made us pay \$ 1300 to fly from Madrid to Porto. Then, for no reason they cancelled our return flight again! After hours, and hours and hours with customer service, we finally got a return flight five days after our original return flight. Meanwhile, they lost my wife's luggage. We finally got 15 DAYS after they lost it. Return flight? More problems with our reservations. At no point was British Airways helpful. They left the onus on us to fix their mistakes at every turn. They completely ruined a three week vacation and they don't care. They wouldn't even let us speak to a supervisor or manager. Awful, bordering on passenger abuse.",

"Not Verified | \xa0 \xa0Flew back from Malta after scattering our son's ashes at his favourite spots. When we boarded the aircraft for our return flight my wife became upset. A member of the cabin crew noticed this and immediately spoke to my wife and tried to reassure her. Her name is Tracey, an exceptional crew member. I noticed she spoke to other travellers in a courteous manner and was friendly. Each time she passed my wife she asked how she was and would she like anything. This kindness made a difficult time easier for us both. Aircraft seats were comfortable and service good for a 2hrs. 45mins. flight. Thank you B.A.",


'Not Verified | Cabin luggage had to go to cargo, even when I said I carried medicines. There was no time to get them out the hand luggage. The economy seats with Virgin Atlantic,

KLM and even Ryanair have more space. Luckily it was a short flight.',


' Trip Verified | I have been using BA for a while now and on average I cannot say that I am pretty satisfied. BA somehow experience cancellations and delays most of the time. Second, the in-flight service is usually weak. Food portions are small and cabin crew is not very helpful especially when it comes to drink requests. The screens in the A380s should be renewed as they are full of scratches and same size as A321s. Especially in longer flights, the entertainment system becomes more important. There is also no welcome package except for pillow and small blanket. I would expect more from BA. If you are flying from the US to anywhere except the UK, I would recommend considering other airlines. But if you are flying to/from UK directly, then BA could be one of your choices.',


" Trip Verified | I flew from Istanbul to London in Business class. For more than half of the flight a child was watching an iPad very loud with no phones plugged in - it was three rows in front of me and disrupted my flight as I could hear it above my headphones. Staff thought this was fine and refused to tell the mom to turn it down. Why is this acceptable on a flight especially in business class? Has this airline turned into a zoo? Are staff given no training in customer service? Why is a child allowed to disrupt other passengers? When I told the staff she just laughed at me. BA customer service is a disgrace. I've not even mentioned the food but it was bad, really bad.",


"Not Verified | I have flown on BA several times since the airline started non-stop service between Austin, TX and London Heathrow. Every year the service gets worse. I brought a tape measure with me to see how far apart the seats are in the economy section. 25½ inches. BA has removed bathrooms in order to squeeze a few more rows of seats onto the aircraft. Thankfully I'm not a big person and was able to squeeze into my seat without being too uncomfortable. When BA first started flying out of Austin, the food was great. Now, when I arrive at Heathrow, I get real food and take it on the plane with me. I don't know where or who makes BA's food, but it is not eatable. If BA did not have a direct flight from my hometown to London, I would fly with a different airline. When we checked into Heathrow, the line was extremely long and only one person was checking people in. It took nearly an hour to get to the counter. I understand airlines are making record profits and need to make up lost revenue from the pandemic, but I think BA has gone too far and has little concern for customer service in pursuit of profits.",

' Trip Verified | The flight departed over an hour late


due to a late inbound plane. The plane was very full, and half of the economy class passengers were forced to check in their larger cabin baggage at the gate when boarding, making a complete mockery of the hand luggage allowance advertised. Lots of passengers on board were stressed out about missing onwards connections due to the delays (and some did miss them as their next gates had closed by the time we disembarked at Heathrow). Onboard service was ok but minimal - BA gave up being a full-service airline some time ago. More concerning is that trying to get hold of customer services to make changes to bookings and deal with problems was non-existent. The airline seems to make it deliberately hard for its customers to contact it.',

" Trip Verified | I hate British Airways! We get to London on Oct 3 and our next flight is cancelled. We stand in line with 1200 other people to get it fixed and they tell everyone to leave the airport and call them to fix. They book us the next day..via online. Don't offer vouchers for hotel, we will miss our tour. Now trying to get home from Istanbul. Plane is here but should have started loading an hour ago. No explanations. May miss next flight. Will never travel with them again. Was this same problem April 2022 flight.",

' Trip Verified | Our BA flight from Porto to London Heathrow T5 was operated by Finnair using a Finnair plane and crew. This had been advised by BA shortly after booking, with the option to change flights if we preferred. Although the business class cabin was of a similar layout to BA Club Europe, i.e. with the middle seat kept free, my wife and I felt the seats were more comfortable and the legroom slightly better. Service was good on board and the meal was very tasty (we chose the beef cheeks). All was good until we landed at Heathrow! Although we passed through passport control without delay, once we were at the designated baggage reclaim, we just waited and waited! After an hour and ten minutes I went to the BA baggage counter to ask what was going on. They seemed unaware of an issue, but said they would find out! Over the next hour or so various other passengers also requested information and despite various announcements and a list of different excuses it was almost 2½ hours before the bags finally arrived. Frustrating to say the least. I subsequently complained to BA, but after 4 weeks there has been no explanation just the automated message from customer services 'we are experiencing exceptionally high volumes'. This response says a lot!'


' Trip Verified | The customer services (call centres etc) are atrocious and sometimes callous. They just don't care. Long waits to speak to anybody, who then have no power to actually solve anything, and the calls just cut halfway with


out resolution anyway. If the flights are cancelled (as were my original ones) you're really left on your own and nobody cares. The onboard services are so-so but for short haul it's now "semi-low cost" which is confusing as you never know what to expect. This time we were given a bottle of water and a (very) small snack, whilst anything else had to be paid for. And yet on some other flights apparently you have to pre-order any additional food. It's confusing, which makes it not dependable. Cabin baggage is in theory generous compared to competitors in economy but then they asked more than half the passengers on this flight to check in the cabin baggage at the gate due to lack of space in the overhead cabins, leading to long boarding delays. Their whole offering hasn't been thought through very well. The USB power supply did not work throughout the flight (contrary to the announcement that the power be available after the seatbelt sign was turned off) so it was pointless providing the sockets in the first place. Not my first choice airline on this route and am just trying to use up most of my Avios points before I totally abandon them. I fail to see how it is deemed a 4 star airline.

 Trip Verified | I am a frequent flyer with BA and have been for the last 15 years. Having noted the ratings given, frankly, I cannot understand how BA scores three stars for most aspects of its service. In a nutshell, BA has placed profit margins over passenger appreciation. This fact was hammered home on my return leg, which was not in Club Europe. Quite alarmingly, BA appears to place profit over passenger safety by extending its "Business Class" seating up to and beyond emergency exit rows and then failing to ensure those seated in exit rows have the physical capacity to actually open the door in case of an emergency. I was not at all reassured to see an elderly and slightly built woman seated with the responsibility of opening the overwing exit should the need have arisen. Short-haul business (Club Europe) is simply a joke and only useful for gaining valuable tier points for lounge/pre-boarding benefits. While cabin crew service is excellent, the lack of space and reduction in refreshment choices, etc. places them a million 'air' miles behind competing airlines, such as Qatar, Turkish or Emirates who understand the true definition of customer appreciation and hospitality. BA has consistently eroded the value of their Executive Club and seems to be of the impression that recent changes in obtaining avios points during the booking process benefit passengers - really? I want to support BA and did enjoy flying with them up to the point when they started penny pinching and became more deserving of the name "Budget Airways" The attached photos taken during my most recent itinerary highlight

ht the difference in customer care/appreciation between British Airways and another airline used in this trip. Both flights were around 4 hours in duration, on the same day. Guess which one is shows BA\'s in-flight offering!\'

"Not Verified | Flew with BA to Punta Cana. Took the trouble to reserve seats for both outbound and inbound flights. On boarding at Gatwick, realised we had been moved to much less good seats with other people sitting in the seats we had spent a lot of money reserving. Apparently there has been a change of aircraft and a number of passengers had been automatically reallocated seats for no particular reason. The crew said there was nothing they could do (although of course they could just have swapped us with the couple using our seats). We were told to claim a refund on return home. We did this via a complaint form. As BA offered us £100 in vouchers. We didn't accept this as it was less than the cost of the seats and also naturally we wanted our money back. We eventually got it but not without a fight. Very second rate shoddy airline."

' Trip Verified | They downgraded me from business to premium economy. They took three months to get back to me and offered me 200 pounds or 400 AUD. The difference between business class and premium economy (which I never fly) is \$3000 AUD and the difference between economy and business is \$6500 AUD. They owe me at least 1500 pounds and to be very fair 3250 pounds. The downgrade was insulting and incredibly painful as I had a recent cancer operation and have a back injury which I have pointed out to them - I need to lie down. The wait for them to get around to me has been numbing. The insult of their offer has been the slap in the face to continue my degradation. The people I have dealt with at the airport have been down to earth, honest hard working people. The actual staff on the plane were warm and friendly - and helpful. The systems under which BA operates are some sort of medieval torture.'

' Trip Verified | The already delayed aircraft landed and apart from the small BA logo on the rear of the fuselage, there was no indication as to whom the carrier really was. Boarding turned into a farce with passenger groups being told to wait in one queue in order to board, only to be informed we were on the wrong place and our boarding wasn't allowed yet. The interior cabin was reminiscent of a BA cabin from twenty years earlier except the tight legroom and uncomfortable seating which made a budget airline feel luxurious. The crew were not BA but from an unknown charter company. Service was slow, and as usual, choices of food to purchase ran out before they'd reached row 24. I requested a cup of tea which never appeared. Thank goodness for my airport purchased wa

ter and the tiny offering of pretzels. The over officious senior flight attendant, who'd been facilitating in 'Club Europe' appeared in economy and immediately slammed down the armrests (whilst still in mid flight) making an already uncomfortable journey feel worse. "Cattle class" was definitely that! To say I was happy to land and disembark was an understatement. Never again BA, never again!'

✓ Trip Verified | Caught up in the Gatwick cancellation fiasco; at some point between what was smooth check in (unable to do online as part of group travel) and security, the flight was cancelled; (we were denied entry to security and departures as a result). It was at this point that we discovered BA Gatwick are not BA, but a masquerade, who are unable to help and provide very little assistance unless the 'real BA' provide information, and even though our baggage was now airside, didn't have a clue as to how we could get it back. It is, however, with thanks to a supervisor from Business Class check in, who came to our assistance and help with our predicament- baggage retrieval, information on what to claim and how, and our revised BA flight from LHR the following evening. (Difficult to give a rating for cabin service as we didn't even board the aircraft)",

✓ Trip Verified | BA has a real problem with boarding it's flights. Those who get on first fill the luggage bins with 2 bags, one of which is supposed to be small and under seat only. Cabin staff don't bother implementing their own rules. Subsequent passengers mill up and down the aisle, bumping into each other, searching for space. Boarding this flight took an hour as a result of this nonsense. The incoming flight was late already so our 90 minute flight was 90 minutes late.",

✓ Trip Verified | Our connecting flight from London to Glasgow was canceled and we were forced to wait 12 hours in the airport for a new flight. When we received our luggage at Glasgow we discovered that our luggage was soaking wet. My wife's luggage contents were wet and had to be air dried.',

✓ Trip Verified | The worst airline I have ever flown with. Allocated the very back row next to the toilets and galley. No chance of getting any sleep, question asked of possible seat movement ignored and getting bumped the entire time by cabin crew walking or pushing kart up and down aisle with out one apology. Would have been better sitting in the luggage compartment.',


✓ Trip Verified | Excellent service levels, proactive crew and superb food and beverages. I found all aspects of the service to be superior to BA business class, even the new BA Club Suites. First Class felt exclusive, the dedicated crew were clearly used to working the premium cabin, enjoying

their work, were proactive, friendly, very respectful and the food and beverage offering a considerable step up from business class. The seat, with sliding double doors was spacious, well designed and very comfortable. British Airways offered a solid First Class service, from Concorde Lounge to boarding (which was actually by group number for a change) to the very warm and genuine welcome on boarding. A consistent, solid, comfortable service from start to finish and if the price was right, I would not hesitate to book First Class with British Airways again.'


"Not Verified | Booked a very special holiday for me and my partner, September arrived and we were on our way to lovely South of France, Booked Business Class for us both to start the holiday right. As we were checking I was told the flight was over booked and our seats wouldn't print onto the ticket for some reason. We had already made sure the seats were booked when we had booked the flights nearly a year prior to going. Unfortunately when we arrived at the gate we were then told we would no longer be sat together and one of us would in fact have to go into economy. My girlfriend is an extremely nervous flyer and so had to take extra tablets to remain calm, She didn't have any food which we had pre booked also and she was sat right down the bottom end of the flight. We were held at the gate with another 4 or 5 couples all in the same predicament all due to the lovely money grabbing British Airways over booking the flight. They ended up refusing passengers in the end and even had people sat on the fold down chairs in the toilet area. When we eventually arrived in France late, we was waiting for our luggage to come. Our air tags stated that both our cases was in fact still in Heathrow. We then had to wait 4 days for them to eventually come in to France by this point our holiday was ruined. British Airways was absolutely shocking, we couldn't speak to anyone as all the phone numbers were no longer in use. We felt stranded in a foreign country with no clothes and no one to help us with what to do next. Every day we watched them case not moved as we were tracking with air tags. it was so frustrating not being able to plan our days in hope we would get the call to then drive all the way back to the airport 2 hours each way to collect our cases. we ended up going out and buying new clothes toiletries and all the stuff to make the best of our ruined holiday, saving all the receipts thinking we would be able to claim it all back. how wrong I was. British airways take zero responsibility and fob me off with going through my insurance. British Airways only pay for basic essentials, Pants and toothpaste. I filed a complaint when I got back and requested my money back for business class and they haven't even had the decency to even respond. They are an ab

solute joke of a company and I wish they would remove British out of their name because there is nothing British about them. Do not give them your money, they can't even look after their staff let alone customers. Oh and don't bother trying to cancel your flight either as they just take all of your money off you and give you nothing back.",

'Not Verified | Just returned from Chicago, flew out 10 days ago on American Airlines absolutely superb in every way, had high expectations on return flight with BA.\u2028What a disappointment.\u2028The Airbus A380 may be nice from a pilot's perspective but as a passenger it was awful.\u2028Very uncomfortable seats, the inflight entertainment and flight tracker failed to work throughout the flight, the inflight meal was inedible and the service was mediocre at best. Our short flight from Heathrow to Manchester was much improved, very welcoming and attentive in flight staff and the flight even arrived early. In future we will travel with one of the American carriers. ',

' Trip Verified | BA standards continue to decline every time I fly with them. This time, a 45 min late departure, which seems the norm for BA, and no information from the rude and clueless boarding gate staff. The Club lounge was overcrowded, dirty and grubby and cleaning staff could not cope. How many more cutbacks is BA going to apply before they become truly low cost. As a 35 year veteran user of BA, while people complained of Alex Cruz cutting costs, the past 3 years has seen them decline very quickly under their latest CEO. One reads the occasional article about BA improving things, but I have yet to see anything substantive. There seem to be few British staff left amongst the cabin crew, so maybe time for a name change and give the flag carrier status to a proper low-cost - and sadly the staff service has declined year on year. Onboard, the catering remains poor and surprised that Do&Co can produce such rubbish meals when I have sampled their Turkish Airlines equivalent in August that was superb - guessing BA are too tight with their budget. Onboard WiFi service is a joke and should be avoided.',

"Not Verified | Awful. Business class check in queue just as long as for economy, probably because half of the desks were not staffed and Terminal 5 is chaotic. Business lounge overfull, couldn't get seats. Delayed flight, unmanaged chaos at the gate. No drink on boarding, first drink served an hour after take-off. The meal was poor, used to get better in economy on other airlines. British Airways has won the race to the bottom of the cheapskate stakes. Not looking forward to the flight home.",

' Trip Verified | Not a reliable airline. You cannot trust the timing at all. I had a 6.45am flight, boarding was on

time, but then we are sitting in the plane for already (1.5 hours) and the expected departure is still not clear. They have discovered the engine is not working! I am risking to be late for a business meeting in Geneva. How come they bring a not working plane to the gate. The funny thing is that I had another business trip in spring 2023, also with BA to Amsterdam. When I arrived to the Airport that time - I was told I don't have a seat. I was put on the next flight in several hours, which should have got me to the business meeting late, but still not too much. A lot of stress. In the end, on the second plane we were sitting in the cabin for 1.5 hours and I have missed the meeting. I thought it was a dramatic unlucky case that time, but today I see it's routine for BA not to fly on time.",

✅ Trip Verified | I take comfort in reading the last ten or so reviews to see I'm not the only traveller to put in words, how absolutely abysmal British Airways are! The only reason we are stuck using this awful airline is to use up points. We booked Club Europe months ago. London to Athens, sat in row 3 and told they had run out of food options, only choice was lentil pie or green curry. Returning Athens to London Club Europe. Couldn't check in online as promised so arrived at the airport 3hrs early. To be told they had overbooked the flight and basically we were being 'bumped' to economy. This airline fails to deliver time and time again. It is a national disgrace and I implore everyone to choose an alternative. ",

✅ Trip Verified | The worst journey in my life. The connection time at LHR was only 1 hour, but the flight from MXP was on delay. I had to rush to change terminal by train and arrived risking a heart attack. After that the plane just stayed there for another 40 minutes. Despite that, upon arrival at SJC my baggage was lost. I filled the form and gave to the employee. I was not given any receipt, so I did not have any reference number. BA phone number at SJC simply never answer. I called twice the toll free number and realized they did not record the delivery address. I had to enter myself online, dealing with a shitty website. They delivered the baggage three days later. I claimed for compensation online, as I had to buy clothes and other stuff and I did never get a receipt. I was expecting an upgrade for the flight back to MXP, but nothing happened, neither they allowed me to enter BA lounge at SJC. Bad customer service. The only positive side was price, but obviously this cannot justify this treatment and if I knew , I would never flown by BA. Never again! ',

✅ Trip Verified | The airplanes and the lounges are worn out, old and broken. From Dallas to Heathrow, multiple first class seating and electronics were non functional and poorly

designed. The first class seating from Heathrow to Dubrovnik was nothing more than a tray blocking the middle seat of a standard coach ticket. Very disappointed.',

✓ Trip Verified | One of the worst experiences on the worst airline. The flight was delayed due to earlier technical issues. The time slipped from 17:00 to 20:00 to 22:00 and finally cancelled. There was zero information given. Despite paying well over the odds for business class, we were booted out of the BA lounge two hours before the flight. When it was finally cancelled, the BA staff. Without explanation, told everyone to go to a gate. After another hour or so they made us re enter the UK via passport control, a further 40 minute wait. By now the airport was closing and there was no sign of our bags or any help from BA. A passing Gatwick engineer finally helped us locate the bags. BA completely washed their hands of us and in contravention of CAA rules refused to find us accommodation. Many slept in a bus stop overnight. There were people with young children who couldn't find somewhere to stay and yet BA had closed down and left. The following day the replacement flight was also late and due to an admin mistake had no catering or liquids for a 2 1/2 hr flight. Overall the service was shockingly bad, the worst I have experienced from any airline. I will not ever use them again.',

✓ Trip Verified | Cancelled our flight last-minute then moved us onto a flight 2 days later operated by Japan Airlines. We had paid a lot extra for extra legroom seats as I am very tall and they assigned me a middle seat deep in the middle of the plane. Because it was operated by a different airline but booked by BA, neither BA nor the other airline could change my seat over the phone despite seats being available. After 4 hours of waiting in queues and sitting on hold their solution was for me to arrive early at the airport. I did but the seats had already been given away for free by people who had booked directly with that airline and could check in online. I got a £10 meal voucher as compensation for this enormous downgrade on a 14 hour flight. Never again will I fly BA. I would rather fly indirect with better airlines than use this disgrace of an airline again.',

✓ Trip Verified | I had a flight from Miami, Florida to Dublin, Ireland, via London's Heathrow airport. The outbound flight from Miami was delayed and we were further delayed when our gate was occupied when we arrived in Heathrow. The total delay was roughly an hour, but it was enough to make our connection a challenge, where we had 73 minutes between original arrival time until the departure time to Dublin. When we headed to our connection flight, we were stopped by security personnel at a checkpoint and told us that the gate to our connection flight had already closed. This was twenty minu

tes prior to departure time. They ushered us to customer service to be rebooked. Given the busy weekend of travel, we were rebooked on a flight at a different airport and were told that our cost to get there would be reimbursed. We then waited 3 hours for our luggage, and then took a cab to London's City Airport. The cab fare was roughly \$500. When I filed a claim with British Airways, they refused the claim and told me that we had plenty of time to make our connecting flight and therefore they denied my claim to be reimbursed for the cab fare. This is after I explained that it was British Airways employees who ushered us to rebook the flight despite the 20 minute timeframe to make the connecting flight. The person who rebooked us, told us it was policy that they close the gate 20 minutes prior to departure. I will never fly this awful airline again. Given the other feedback on this site, it appears that that is the overwhelming sentiment.",

✓ Trip Verified | We started our day with BA in Prague. The flight actually left on time! I came to find out that's very unusual. We purchased business class seats. As you can see from the picture they hardly were business class. All they did was block off the middle seat in the first few rows and called it business class. Horrible flight. In addition I had a really rude check in clerk basically yell at me when I excused myself and asked if she could give a little bit of priority to the many business class passengers who were n't being served. Then we got to Heathrow and the real fun began. We had a 4 hour delay. They gave us about 5 different excuses for the delay. I had a few employees walk away while I was asking them questions. They were very rude. At one point there were no employees left. And from the announcements it seems virtually every BA flight was delayed. And there were no weather issues. There was no place to comfortably store items in business class. I've never experienced that before. Not even a cup holder for my bottle of water. The seat controls didn't work well. You had to keep pushing the buttons to get them to do anything. The power outlet didn't work. There was no internet the entire flight. The overhead luggage bin was too heavy. I almost got a hernia having to close it. This is a horrible airline. I'll never fly with them again. If I could give zero stars I would.',

✓ Trip Verified | I fly British Airways weekly not because I want to but because they own the route there's no other option therefore they frankly don't have to care about the customer. The flights are always delayed and it's always someone else's fault be it weather delays to incoming aircraft or flight traffic control issues I've heard it all and for the life of me cannot understand why they are allowed to operate. I've been around the world and traveled with all of the


world's airlines but British Airways are really the worst of the worst. It's such a shame to have watched what used to be a good company fall down a cliff. My advice is if you have an option to fly with anyone else then exercise the option but if you're flying with different connections and you have a tight schedule do not expect BA to get you to your destination in time.',

"Not Verified | Everything was ok until our connecting flight in London, just before take off, we were on the runway, the pilot came on to announce an engine problem. After engineers tried to fix it while we waited on the plane for over an hour we were finally told that we would have to be evacuated and rebooked for another flight but not to worry because a special crew was waiting for us on the ground to help us and set us up in a hotel except that there was no one to help us. In fact everyone refused to help us. It was Saturday almost 8pm and they just wanted to go home. Anyone with a connecting flight couldn't rebook on the application because the app wouldn't disassociate our first flight with the connecting one in London and the staff saw this but still refused to help us. They gave us a phone number but there was only a message that said just to use the app. Finally I got someone on the phone who rebooked us for the next day. Now it's 10:30 pm and I have to find a hotel room because the airline refused also to help us with that. So i had 2 choices either sleep in the airport or pay over 700GBP for a room. I don't have the money to pay for this but after a 10 hour flight, 8 hours of jet lag and the insane stress after the fact that no one from British Airways would help us I took the room. Of course I claimed reimbursement but that was over 3 weeks ago and I haven't heard anything since so I have no idea when or how much I'll be reimbursed, even though I'm not claiming any emotional compensation from the horrible situation they put me through due to their total indifference. It's financially difficult for me right now because the money I had to put out is equal to half my salary and of course it's impossible to reach them by phone. I feel still as i did on August 26 2023 completely trapped by them and their indifference with no solution or information",

'Not Verified | My initial flight was cancelled 8 hours prior the flight. Then I was automatically rescheduled for next day. Next day, the flight was delayed leaving Hamburg and missed my connecting flight to Las Vegas. Me and several other passengers spent the night in London. British Airways provided us with vouchers but the transfer bus dropped us at the wrong hotel (closest to our hotel) and told us that we can walk there if we want to. As a result, I lost two nights hotel reservations that I made in las Vegas. I opened a claim a


nd provided all receipts to British Airways to get refund of my hotel reservations, but over 5 weeks now, not a single feedback from British Airways. I will avoid all flights with them in future, and will share this story.',


'Not Verified | We will never fly British Airways again. Our flight on July 15 2023 from LHR to LAX was cancelled 20 hours before departure without any explanation. Since 8 weeks we are now waiting for the refund and BA does not pay us the cost caused by the cancellation. Very disappointing.',

' Trip Verified | Check in and security clearance very quick at LHR T5. My wife and I used the Galleries North lounge and at 6-00am it was easy to get a seat. Good buffet breakfast options. Flight boarded on time and flight departed on time. I was seated in 4 A, the Club Europe seats on the A320 seem to be getting smaller and legroom (I am 6ft) was very tight. Cabin Crew service was fine. I chose the full English breakfast, it was ok, but there was a lot of water in the bottom of the bowl. Flight landed on time. Overall an OK flight but Club Europe doesn't feel very premium these days.',

'Not Verified | British Airways has confirmed itself as the worst airline in the UK. Last minute cancellation, no explanation, refusal to book with another airline "because we don't have an arrangement with them". What's happened to what used to be our national airline?',

' Trip Verified | Worst BA experience. I was supposed to fly out to Italy on 7 September 2023. I arrived at OR Tambo International airport ready to check my bags in (I already checked-in online the previous evening so I had my boarding pass ready). At the counter I was told that I had been off-loaded from the flight as my connecting flight has been cancelled. No information was sent regarding this beforehand. The team at the check-in counter tried to get me on another flight that evening, but there were no flights available. They did manage to get me another flight the following evening with Lufthansa to Italy via Frankfurt. However, I did miss the first part of my trip having arrived a day and a half later than I was supposed to. Upon moving the flights I did ask the BA staff whether my flights back are still valid and that everything is in order, which they assured me is correct. I have to fly back to South Africa on 18 September and upon checking my booking information I noticed on my BA account that my first flight (Milan to London) is just missing from my booking. My connecting from London to Johannesburg is still there. After spending the entire morning on the customer helpline two different operators picked up and in both instances, the moment I proceed to give my booking reference number, my call gets dropped. Currently it seems like I will be arriving at the airport again on Monday without a flight.',


' Trip Verified | My daughter and I were denied boarding on our business class flight from Madrid to Heathrow in March 25, 2023, the first leg on our return flight to Victoria, Canada. No reason was given for the denied boarding by the check in staff at the British Airways counter in Madrid, who said they were only agents and told us to call British Airways. We were three hours early for the flight and had valid passports. After many tries we finally reached British Airways by phone, but we were told to call Expedia which had booked the flights. Expedia confirmed that we had been bumped from the flight, with no explanation as to why. Expedia then began a long process of finding alternative flights. Over the next 24 hours we had numerous calls with both Expedia and British Airways. Incredibly, the next available flights were 9 days later on April 3. This was almost unbelievable, but after many many tries it was the best we could do. Even though these were Business Class tickets. Part of the problem was that apparently rules did not allow any changes to routing for any segment of the flight. This nine day delay was a major problem for us. I had to miss work and my daughter was missing school. Further, we received no compensation from British Airways, no penalty fee, and not any reimbursement of our expenses for staying the nine extra days. After our return I began the British Airways online complaint process, and submitted all supporting documents. I received an email reply and a case reference number. And then nothing. I sent numerous follow up emails, and received no replies. It is now months later, and still I have not heard from British Airways. This is shocking, and definitely the worst airline service I have received for my thousands of flights over many decades. I am a very patient person and this is the first time I have commented on this type of forum. I think the public should be made aware of extremely poor customer service at British Airways.'


" Trip Verified | Despite boarding being the usual free for all at LHR with groups 1-3 being called to board all at once. Whilst those passengers who had agreed to check in a bag in at the gate, getting to board before anyone else! However, the service on board was impeccable. Superb crew, friendly, attentive, interacting with passengers and generally appearing to be enjoying their job. Like BA in the old days and at its best. Food choice and quality seems to have improved too (no beef cheeks thankfully) and even the Club kitchen appears to have returned. Old style Club seating, but is at least better, and feels less cramped, on the 787's."


'Not Verified | Flight cancelled, no crew! 9th September 2023, not peak holiday period so why such bad management by BA? Sent to the gate left standing of over an hour and then


flight cancelled. As were other on that day. Why does BA continue to provide such poor service - a national disgrace.',


'Not Verified | The worst service ever, my baggage did not arrive on time. Both my flights were delayed. I will never fly them again. Even the food was bad and your service.',


' Trip Verified | 4/4 flights we booked this holiday were delayed about 1-2 hours. No wifi available on 2 of 4 flights. Food and drinks very basic and expensive. Cannot recommend',

' Trip Verified | British Airways has a total lack of respect for its customers. I was booked to fly from Frankfurt Main to London City Airport, and just a couple of hours before the scheduled departure the flight was suddenly cancelled by BA without explanation, when I was already at the airport. The worst thing was the utter callousness that staff showed towards customers. The ground staff's attitude was that they are merely third party agents, not BA employees, and therefore they quickly washed their hands of us all, telling us we had to contact BA directly via phone if we wanted help. They couldn't even provide us a phone number, telling us to look it up on ba.com ! So BA abandoned its passengers. They did tell us that the BA departure to Heathrow had also been cancelled, meaning there would be no further BA flight from Frankfurt to London that day (although other airlines were still operating the route- but BA refused to rebook us on them). The reason given for both cancellations was "technical reasons". No assistance or information was provided on our rights due to cancellation, nor any information on help regarding food/ accommodation help etc. Their attitude was literally that the cancellation had nothing to do with them and it was our problem, not theirs. I received an email an hour later notifying me that I had been automatically rebooked on an alternative flight 24 hours later, which wasn't acceptable as I had to get back to London that night. I rang BA's call centre and again, they showed a high degree of callousness. 95% of the half-hour call was spent with me waiting on hold, with the phone just cutting off after half an hour, and no meaningful information given to me by that point. There was no attempt by the call operator to call me back when the line cut (and I had a solid phone signal and wifi as I was still standing in Terminal 2 of Frankfurt Main airport), even though my phone number is listed in my booking contact details. They just don't care. In the end I had to arrange my own return to London by taking a coach to Hanh airport which was 112km away , waiting there for 5 hours and then booking an expensive last minute ticket with Ryanair to Stansted. At least that flight operated on time and got me back to London! BA is worse than a low cost carrier now.',

' Trip Verified | London Heathrow to Keflavik, Iceland in Business Class on an A321. British Airways provides an unusual Business Class experience for intra-Europe flights. The seating is similar to most airlines - middle seat vacant and little extra space - but on British Airways the Business Class cabin extends to almost half the aircraft. This makes it less than a premium experience at every step, from boarding to onboard. The WiFi worked for only half the flight and there are no refunds. But when it worked it was surprisingly fast. Service on this flight was very good and we got to Keflavik on time.'

" Trip Verified | Mumbai to London Heathrow in Business Class on an ageing B777-200. This aircraft featured the older Club World flatbed seats. They are comfortable, there is enough storage space around the cubicle, and the monitor screen is among the larger ones I've seen on airplanes. BA's new Club Suites are said to be far superior, competing with the best B-class rivals. The entire Business Class cabin had just 2 washrooms but it wasn't an issue on this flight since the premier section wasn't at full capacity. There was Wi-Fi on board, fast enough to even send videos via messaging apps. Service onboard was competent but the staff lacked warmth. The food was alright and no more. The biggest plus of this flight is that it gets out of Bombay at 1:10 pm in the afternoon instead of the ungodly early morning hours most international flights take off from India. The airport experience is far more pleasant at this time. In summary: British Airways provides a good, but not spectacular, Business Class product."

' Trip Verified | Care and support shocking. Written by a previously loyal BA traveller. Lies and misleading unprofessional service. Told that my flight was cancelled. Booked on to next available flight in downgraded cabin from business to premium economy. Called to ask why. Told technical fault with my original flight. My suspicion was another reason. At airport, check in staff said that not enough crew to staff original flight earlier in day. Why take my money and allow me to book a flight which would have allowed me to get to work as a doctor in the first place! How can you trust such an organisation to look after you as a flying customer.'

' Trip Verified | Flying A380 business class should be a pleasure but BA has made it a disaster with the worst seating and configuration imaginable. How could any sane person could jam so many seats into a limited space and expect passengers to be happy. Seats are narrower than economy on some airlines and you must face another person until a plastic screen is raised. The Tv screens are the size of a medium sized tablet and the controls are behind your head in a sitting po

sition. There is no where to put anything except one small pull out draw at ground level that can not be reached when seated nor accessed when sleeping. The window seats and middle seats are accessed by having to jump over a passenger on an aisle seat and the seats are so low that they are hard for elderly to get out of. The whole business class set up is a sick joke. Eating is difficult because the seat is not close enough to the table and the tables are so flimsy that drinks can fall off. Are there any redeeming features - the answer is no. If you like a little comfort avoid BA like the plague.'

✓ Trip Verified | British Airways absolutely does not care. My reserved seat was change from an aisle to center seat for this overnight, full flight and it was quite awful. After enquiring at LAX check in, the agent said sorry, nothing we can do. Onboard the flight the attendants seemed to try and finish the meal service at a racing speed, with meals trays passed out with no proper questions about choice. Then back and clearing trays and they disappeared to rest in the kitchen for hours after that. No water runs, if you need anything do not bother with the call bell, as they simply ignore it. I used to like travelling British Airways 10-15 years ago, but the bean counters have been in and lowered it close to a lowcost carrier. I guess staff are badly paid from their terrible attitude and service. My last trip to London was with Delta, they are so much better than this very poor excuse of an airline that British Air has now become.'

✓ Trip Verified | My recent experience with British Airways was not just horrendous, it was an utter abdication of responsibility on their part. I arrived at JFK ready for my flight to Malaga, only to find it had been cancelled with zero notice. After a draining 2-hour altercation, I was finally placed on a different flight. The nightmare continued when I landed in Malaga sans luggage, containing essentials for my son's wedding. Thirty agonizing hours later, the bags showed up—but my brand-new iPad and a special watch for my nephew were missing. The items weren't merely valuable; they had emotional significance, which made the loss even more gut-wrenching. You'd think a reputable airline would make amends for such errors. Despite the clear mishandling of my baggage by their team, they refused to offer any reimbursement or even a modest amount of airline credit. Their customer service was not only ineffective but also astonishingly callous. Their response was, in essence, "It's your fault for trusting us with your belongings." This isn't just poor customer service; it's a complete disregard for basic human decency and responsibility. British Airways had numerous opportunities to right their wrongs and chose not to. If you have any r

respect for your time, belongings, and emotional well-being, avoid British Airways at all costs. They not only fail to deliver on promises but also refuse to make amends when they err, leaving customers to bear the brunt of their incompetence.'


✓ Trip Verified | This is to express our displeasure and concerns regarding our flight to Italy. Our trip was effectively ruined by the failure of our luggage to arrive with us, coupled with the length of time it took for it to eventually reach us (9 and 12 days)! Our departure dates: June 19, 2023 - Flight BA 294, Chicago to London. June 20 rebooked by BA on BA 546, London to Rome. All flights were late. On arrival in Rome, my wife was forced to walk to the check-in desk because our reservation for wheelchair assist from the plane was never transferred by BA. She was told by the cabin crew that there was no reservation for her transport. Also, our checked baggage (2) failed to make the BA rebooked flight from London to Rome. BA took 9 days to deliver my bag and 12 days to deliver my wife's. I called BA Baggage Claim Services daily. I was frequently cut off after waiting on hold for over an hour. We had Apple Air tags in both bags, and sent pictures showing their exact location to BA Baggage Claim several times. After 5 days, BA stated that they found my wife's bag, but needed to verify ownership! Both bags as described had bright pink 4" easily visible tags and bright pink bows. Taking 9 and 12 days to deliver them is inexcusable. Our return date: July 3 - BA 553, Rome to London. BA 297, London to Chicago. All flights were late. We arrived in Chicago more than 3 hours late, missing our ground transportation to our home in Michigan (3 hours away). We had to find a hotel and stay overnight near Chicago. On July 12 we filed our expenses for replacement of lost clothing and toiletries, also for food purchased at Heathrow due to the flight delay and overnight hotel charges in Chicago. After 2 weeks, I went online asking for some follow-up on both cases, but have had no response at all from BA. We are retirees on fixed income, and can not fund BA's errors. I can honestly say that the times I was able to reach a human being, they were all courteous and attempted to help, but appeared at a loss. ",


✓ Trip Verified | I flew London to Malaga on 27 August in Club Europe. We stood around at Gate B45 in Terminal 5 for over an hour, with staff giving very different reasons for the delay, late inbound aircraft etc - but the plane we boarded had been sitting there for more than an hour! After boarding, the captain stated that because they had changed planes there would be no meals served. This is Club Europe, and we received one small packet of crisps throughout the flight. No effort to apologise. We smelt the hot meal for pilots being


g heated and then saw it being served to them on a Club Europe meal tray. Cabin crew also had warmed pastries (and were very quick to use air freshener in the front galley!) while customers received zilch. BA sent an email the following morning to say sorry - nothing else. What a complete and utter rip off by an airline that is already cutting back on so many things. I paid a full Business class fare, did not receive any part of the onboard meal service and they expect an email to be sufficient. Avoid BA if you have any other option nowadays, they are the worst in Europe.',


✓ Trip Verified | I arrived at the airport about 2.5 hours before takeoff to have more than about time to get checked in, go through security, etc. All that went without any issues. Being that I was relatively early at the gate, I was one of the first passengers there. After some time boarding had opened. First the business class got called up, then families with children and disabled people. A couple minutes into the boarding they started to call up people, one by one, by name. Then there was an announcement: they won't let anyone in anymore. Me and about fifty other people were still standing at the gate not being let in. The reason, they said, was that the plane was short staffed (Later I discovered, speaking to a manager, that not only the flight was short staffed but also it was overbooked). After the announcement people were getting angry because they wouldn't be let in anymore. Nothing changed and everyone was sent away. I had a connecting flight later that day that I was going to miss because I was not let on the plane. First I tried to get my luggage back which I didn't receive immediately but got a hold of later on thanks to the airport personnel. Then, just like everyone who was going to fly with the same plane, I wanted to talk to someone from British Airways. Since they don't have a service center at Frankfurt Airport everyone went to the check-in counters where we received food vouchers but not a single person was either able to rebook my or anyone's flight nor get anyone refunded. All the staff said was that we were going to receive an email in a couple hours with options to rebook the flight or get a refund. I waited four hours for the email at the airport that did not come until today. Trying to call the airline did not help either because they did not answer the phone or hung up in the middle of the conversation. After the four hours of waiting for the email me and some other people from the same flight went back to the check-in counter to get a confirmation from them that I will receive a refund. Being that there was a new shift the personell did not know what had happened. When they scanned my passport and looked at the flight they found out that the system was dying that it was my fault I could not attend the flight. It

looked like I had missed it. For everyone standing there with me it was exactly the same. But the people at the counter said they could not do anything about it. Later on we were able to speak to the manager after many phone calls he said they were going to take care of it. We are supposed to get an email at some point in the future. I was not able to get a written confirmation that I will get refunded even after several times asking for it. I already flew a lot of times in my life but never ever has such a thing happened to me. Not only that me and so many other people were not let into the plane but also the customer service being so horrible that they were not able to rebook or confirm a refund in any way. In the end the only option for me to get to my destination would have been to book a last minute flight for a lot of money which I would not know if I ever got it backed.',

' Trip Verified | Filthy plane, cabin staff ok, appalling customer service staff who couldn't care less when dealing with a complaint. Paid extra for club Europe/business class. Food was poor, they gave you wipes to clean your seat area yourself and we were split up so they could accommodate families. Not really what you expect when you pay for the extra service. Will be cancelling our other bookings we have with BA, even if that means we lose our deposit.',


' Trip Verified | \xa0 \xa0Chaos at Terminal 5 with BA cancellations and delays, and staff give different reasons depending on who you ask. 9 out 10 answers were lies. Sadly, BA airport standards at T5 are worse than ever, and we are long past being able to use Covid as an excuse. As a short haul club Europe trip, I expect very little from BA any more, and they barely even provide that, with cutbacks during Covid that are now permanent. If you can find an alternative carrier on the same route, choose them rather than BA. Sadly, on my route BA have a monopoly.\xa0',

" Trip Verified | \xa0\xa0As always when I fly BA it was a total shambles. I was booked Manchester - London - Madrid , BA first leg and Iberia 2nd, I try wherever possible to avoid BA, however the Manchester - London was late, however I ran for my IB flight and got to B gates just as boarding started, being Group 1 I went to board and the gate sounded an alarm, BA had removed me from the IB flight to a BA flight 3 hours later! As BA had reissued the ticket IB could not put me back on the flight, so 3 hours wasted because of BA's total incompetence. This airline is a total disgrace, the crew were not nice, typical BA crew oh im so fabulous I don't need to be nice to paying passengers, club europe cramped and terrible food! ",


' Trip Verified | First time using BA business class but we were pleased with the service received. No one was waitin


g at check in/bag drop and through security in 2 minutes. We used the lounge in the b gates area which we found quiet with plenty of food and drink on offer. Boarding was quick and the cabin was on a 1x2x1 layout with 12 seats although there was a larger b/c cabin behind that had about 30 seats. Again food and drinks were plenty full and good quality. Service from the cabin crew was excellent and the cabin manager (Lauren) even made up a birthday card when she found out it was my wife's special birthday. Departed early and arrived at JFK early as well. The only thing that I disliked was paying £117 each to select our seats and no free wi-fi.',


'Not Verified | Extremely rude ground service. We were non-rev flying and London was our connection/layover. Gate agent was extremely rude and forced me to check my carry on suitcase with the explanation that it was "oversized." However, when I put it in the sizer, it fit perfectly without force. The plane was not fully booked and had lots of room overhead. The gate agent was insistent and rushed us with no regard for the fact that we would have to redo security in order to get our bags again, as we were switching airlines and needed to carry them on due to our non-rev status. The flight itself was good, attendants were polite and helpful. No complains there. Just extremely unhappy with the gate agent service. I understand that it is not a pleasant job and frankly I would not be overjoyed to work there either but that does not explain why we had to be inconvenienced with no fair explanation or attention.',

" Trip Verified | My son and I flew to Geneva last Sunday for a skiing holiday in Les Arc. The flight was cancelled moments prior to boarding and we were transferred to a flight departing three and a half hours later, that then got delayed by a further three hours. They didn't load any food onto the plane and forgot to load the baggage for all the business class passengers who had been on the earlier flight. Problems happen, it's a complex operation. What is totally unacceptable is the service one receives when there is a problem. The offshore call centres are unhelpful and obstructive, wanting to fob off issues by getting the customer to call special help lines that merely refer one to a webpage and then cut off. The web pages are often unable to give information as they are not updated and often refuse to update your inputs 'at this time. please try again later'. There is no access to people that are willing to help, empowered to help, or actually move a situation forwards in any way. We've been sitting in a hotel waiting for the bag to arrive for two and a half days, unable to ski due to our entire wardrobes being in the cases. The outdated luggage 'tracking system', had the suitcase in Geneva 2 days ago, where it sat with no-one will

ling to step up and get it delivered. What an incredibly heartless and incompetent company. ",

' Trip Verified | For the price paid (bought during a sale) it was a decent experience although the club class (business class) seats offer no more legroom than economy class (using short-haul fleet on a 4 hour flight). Fast track through security was not honoured. The lounge at Istanbul airport was over-crowded as it is also open to the public who can pay for usage, causing a long queue for entry , which was badly organised. Boarding was smooth, cabin crew were friendly but their service was hit-and-miss. Eg. Some people got a "welcome" and some didn't; Half of the cabin was automatically offered coffee after dinner but not the other half. However, drinks were replenished generously and regularly and the meal was good (with a choice of three mains from the menu).',

" Trip Verified | Flight left on time and arrived over half an hour earlier than scheduled (thanks to strong tail winds). The flight was full but no catering had been loaded for economy passenger at Heathrow so for 3 and a half hours we only had a small bottle of water and a small packet of corn snacks. Nothing at all available to even buy to eat! Worse than a low-cost carrier experience in this sense. One of the light panels overhead the seats towards the back of the plane was broken and loose and just hanging above the unfortunate passenger's head for the whole flight (poor maintenance of cabin). I would choose another airline on this route in the future, as one of their competitors offers full meal service on this route even in the economy cabin.",

' Trip Verified | Very Poor Business class product, BA is not even close to the other airline leaders. Which ever way they sell the seat on a 777 it is a 2-4-2 layout. The cabin feels and is very cramped. The food in business class is economy quality just served in a china dish! However, the price of course is at premier levels. The only positive of the whole flight and return were the cabin crew who were fantastic. I felt genuinely sorry for them having to try and flog such a poor product. Would I fly BA business again? only if there were no other options and I had no choice.',


'Not Verified | This review is for LHR-SYD-LHR. BA015 and BA016. Business class had a 1-2-1 configuration on 777 giving space, privacy and easy aisle access. Seat reclines into comfortable flat bed. Good quality pillow and duvet. Privacy with sliding door. Good storage space around the seat and charging point. Flights on time - no delays. Gluten free meals were very poor in quality and presentation. Warm processed meat between two bland slices of GF bread apparently is a business class breakfast. On two sectors the main course (no choice offered) was bland fish which was served in a single sma


11 tray covered with foil - in business class? Condensation had formed as the dish was reheated (probably from chilled) so the offering was sitting in a weak watery liquid. One crew member appeared genuinely apologetic as they meekly served one meal. Do BA also serve the same GF offering in economy, economy plus and first on a long haul flight? My advice if GF - take your own food or dine in the lounge if you are in the care of BA for 24 hours. My travelling companion had very good regular meals, or so they told me, with a choice of main course on the same flights. Crew gave the impression that they were doing a job covering the basics and rather than welcoming and engaging. Usual hospitality industry waffle about service but little of substance delivered.',

✓ Trip Verified | Absolutely pathetic business class product. BA is not even remotely competitive with other International airlines in the business class market. With old outdated 8 across seating - no, I did not make a typing mistake - you either have to climb across someone or someone has to climb across you to gain aisle access. The crew must also hate this layout since they have to reach through little window openings to provide service to passengers in the 2 center seats. BA, like most other European-based airlines does not have a factual Intra-European business class product even though they promote & sell business class. Intra-Europe flights feature the same 3+3 seating throughout the aircraft & the only difference being the middle seat is left empty in "business class" & passengers get a meal & drinks, but this does not justify the higher cost. BA's Trans-Atlantic business class product is only slightly better because of the "narrow" 8 across seating. The biggest surprise on both the LIS/LHR & LHR/IAH flights was that BA has, in fact, substantially improved their food quality. Shocking! Unfortunately, it is served in the WORST business class configurations of ANY International airline I have flown. The entertainment system & small screens - my laptop screen is twice the size - is like an airline offering 2 decades ago. The flight crew was "pleasant & perfunctory" which is about the best one can expect from a BA crew. BA will simply never match the quality of carriers like Singapore, Emirates, Qatar, Etihad, EVA, ANA, Japan, Air New Zealand, Qantas or many others. BA can compete with US-based airlines like Delta, American & United, which are also not even in the same Universe in terms of a high-quality business class product. One of the biggest slaps in the face is that BA expects business class passengers to pay to select seats, even though they have paid thousands of dollars to fly business class. Several hundred US dollars for Trans-Atlantic flights. Only if you wait until 24 hours before flight time are you allowed to select a seat at no cost. Certainly

another BA Management decision that was made without a functioning brain.',

'Not Verified | Overall not bad. Staff look tired and overworked, trying their best. Weird seats, I was in 21G going, and 21D going home. The buttons to press for the seat recline are so stiff I had to get help on both flights to get them to work. There is another button, also very stiff, to bring the "leg rest" out. This is an awkward thing which doesn't come up far enough to be of any use at all for your legs, but just obstructs your feet really. Again, I had to get help to activate the very stiff buttons. At one point, the lady next to me was pressing the buttons for me while I tried to recline, sit up, or put the "leg rest" back. We gave up and called the flight attendant, who also had trouble. BA: please give this some maintenance! Food: only one out of three menu choices available by the time it got to me in Premium Ec. It was pasta and was not too bad. A Christmas Turkey Dinner was offered, but why not load more if it is so popular that it is not available 10 minutes into the meal service? "Breakfast" was an unidentified soggy pastry thing in a cardboard tube. It was disgusting, same offered on return journey. A cold pastry and fruit would be so much nicer. The tea and coffee was hot at least. Overall, I would say Air Canada provides a much superior Premium Ec service than BA. I won't choose BA again.',

' Trip Verified | This was our first flight with British Airways in over 13 years and as usual I couldn't fault them. As we were connecting, we had little interaction with ground staff - staff in the lounge were friendly and helpful. Cabin crew on the flight were great - very welcoming and friendly. Our meals were delicious & no shortage of drinks being offered. The seats were economy seats with the middle row blocked off and some recline. We arrived into Stockholm a little early through a snow shower which was a nice welcome back to Stockholm. Bags (checked in at JFK) were delivered safely within 20 mins of arriving.',

' Trip Verified | I recently encountered a highly disappointing experience with British Airways, specifically regarding their customer service. After my initial flight leg was canceled, I was rebooked with a connection at London Heathrow reduced to a mere 1 hour and 30 minutes. Realizing the impracticality of this, I promptly contacted British Airways within 10 minutes to request a more reasonable layover of 3-4 hours. Shockingly, the customer support representative flatly refused, citing an inability to change my flight. Despite explaining the logistical challenges of a short layover and a terminal change requiring additional security procedures, I received no assistance. To add to the frustration, the repre

sentative inaccurately noted on my account that I was presented with multiple options during our conversation. Moreover, the use of military time format and the lack of initial options provided only exacerbated the communication issues. Both phone and email support proved equally incompetent, and I was informed that customer service is outsourced to India, allegedly contributing to the subpar service. This experience has left me not only struggling to rebook my flight but also with a strong resolve to avoid British Airways in the future. The lack of assistance, blame-shifting, and overall incompetence in customer service make it my worst experience yet. I strongly advise others to steer clear of British Airways and their appalling customer service.',

"Not Verified | Beware! BA don't provide any refund due to a very serious medical reason. My father was diagnosed with a severe heart defect a couple of weeks before his flight date and BA refused to give any refund as this was not a good enough reason!! We sent them a medical note from his doctor saying he is unfit to travel due to potential heart failure and needs to have heart surgery as soon as possible, and the operator totally dismissed it. They said only thing they can do is change the travel date within a year. Heart surgery recovery takes months and it's highly unlikely that he will be able to travel within the year, meaning he would lose his ticket and money! They said they can't do anything to help, not even change the name on the ticket so someone else can use the tickets! The most ridiculous thing I've heard!",

✓ Trip Verified | Check in was chaotic and badly organised. Even though there were two desks, one for premium and one economy, there ended up being just one queue, in front of the premium check in, even though most passengers in it were economy. That meant that those travelling in club or with higher status had no separate queue to join. Whilst I was waiting in line another passenger went up to query and we ended up forming a new line in front of the economy check in desk for premium passengers, unnecessarily badly organised, the staff in charge should be retrained! Security at the airport was very quick and through to the lounge. This is a generic airport lounge for all airlines, and it is actually quite good overall. Nice layout and seating options, reasonable food and drink options, and an outdoor terrace which is really nice. Boarding was very well organised, although quite slow to get everyone on board.. but the flight was probably only half full and we still departed early so I think they felt no rush.. and it actually made the boarding experience nicer and more relaxed. On board the club Europe seats are fine by European business standards, although as previously commented are really not very good overall.. the meal service was disap

pointing. As is normal, BA do not stock enough of the proper meal option .. when the options are so limited and varied in quality BA really should stock enough for everyone to have the good meal. Sadly they had run out by the time they got to me so I had the option of vegetarian sausage or a salad. I wanted a hot meal so went for the sausage and I can honestly say it was one of the most disgusting onboard meals I've ever had in any cabin class, rolling some mush (similar consistency to mashed potato) into a sausage shape does not make it a sausage! BA you need to improve the meal options, make the vegetarian meal something you specifically have to request in advance and offer all passengers a choice of two decent meals .. then people will not be left with such a substandard alternative when their first choice runs out! Whilst I hadn't planned on using it, the on board WiFi was not functioning so was not available to use. Overall though the flight was fairly comfortable and the cabin crew were very friendly and efficient. I used avios to pay for the flight so it was obviously good value for money for me!'

'Not Verified | All 4 of our flights were fine in terms of comfort, punctuality and service. I feel safe with BA and that is my main reason for booking with them even though I could travel with other airlines more directly. On our return flight ATL/LHR we skipped the evening meal preferring to sleep and were looking forward to a hearty breakfast prior to arrival at LHR. Sadly we were seriously disappointed. To serve a chicken sausage in a wrap for a business class breakfast is just unacceptable. Does BA actually pay experts to design these breakfasts? Low point on an otherwise good trip.'

'cNot Verified | I had hoped this would be a good review but unfortunately it won't be. I flew business class from LHR to PDX on the BA nonstop. It was a 787-8 series aircraft. The flight attendant specifically mentioned it was eight years old as he recalled flying it when it was brand new. The business class seats were abysmal. My seat was at the window facing backwards. With the divider down, which had to be in that position for boarding, taxi, takeoff and landing, I was literally just a few feet away from the person in the aisle seat who was facing forward, We both couldn't help but stare at one another. It couldn't be avoided. It was horrible. The service wasn't all that good either. The flight attendant did a pre-dinner drink. When she came back to ask for my choice for dinner, she said none of my selection were left. I was a little upset as nothing else appealed to me. She then came back later, and said the other part of the aircraft had more of the meal selection I wanted. I'm not sure why they didn't coordinate that to begin with. I was NOT offered any wine or other drink with dinner. The meal was put down in front

of me and the flight attendant never came back other than to clear the tray. Overall, this flight was not very good. I flew over on American and back on BA and paid \$6000 round-trip. I'd fly American again. My preferred carrier is United or Lufthansa. I'll never fly BA again.',

✓ Trip Verified | I was going to fly to Frankfurt from Glasgow over London but the flight from London to Frankfurt was cancelled. This meant I had to stay overnight in London where I have no accommodation etc. As I was rebooked to a flight from London City airport which was more than 2h by train I had to get an uber and then take a hotel for £250 in total (London prices). I was reassured over the phone that I would get all the money back. My flight from London city airport was then cancelled again and rebooked to London Heathrow but two days later. I then cancelled that flight and rebooked a new one with Lufthansa as I urgently had to get to work and needed the money. I never received the money back for the hotel, compensation for cancelled flight 1, compensation for cancelled flight 2, the extra food I had to pay for, the uber, or the actual cost of the flight. I was first transferred 3€ by British Airways. They stopped replying to me and told me the issue was "weather conditions" although other non-BA flights were going. I lost over £700 in total and never got compensated for the loss of a work day either. It just really feels like they don't care about people. Worst service/airline ever.',


✓ Trip Verified | Much better experience this time around. Flew CPT to LHR on a new A350. Checkin was efficient. I used the Bidvest lounge at CPT as it is better than BA's lounge. Boarding was speedy. The new business class club suites are very good. Slightly irritating to be directed to the wrong seat (1A instead of 1K) which meant that after settling in the passenger in 1A showed up. We arranged a seat switch. Second time in a row it has happened. Why can't BA staff memorise which side of the plane is which and get it right? Captain's announcement was short and on point. Welcome drink was served at the correct temperature i.e. cold (first time ever for me - previously BA has always served the welcome champagne warm). IFE system was good - everything worked as it should. Felt slightly cheap that business class passengers have to pay for wifi. I did not bother. Cocktail was good. The nuts came on a cheap plastic tray which was naff ... other airlines bring out something classier. A female flight attendant came to take my order and I asked for Rooibas panacotta and the chicken breast. She repeated back to me "so you want a P and a C". It was such a bizarre thing to say that I misheard. I thought she said "so you want beef and sea"? Confusion reigned until she explained to me she had a checklist of


passenger orders and they abbreviate to first letters so she was saying "P" for panacotta and "C" for chicken. But how bizarre to repeat back an order to a passenger in code. Why not just say, "so to confirm panacotta to start and chicken as your main dish", like every other restaurant / airline does in the world? The internal coding of food ordering is exactly that - internal. She even looked irritated at me that I did not understand her jargon first time. The food, when it came, was excellent. Much much better than recent flights. I read somewhere that BA changed caterer. If so, it shows. The panacotta was superb as was the chicken ... good restaurant quality. The wine was OK to good but definitely not good to excellent. I feel that while the food has got better in BA business class, the wines have got worse. Certainly compared to Air France which I have also flown recently. The wine was brought out on time (not after I finished eating as it was last time I flew BA business). Cheese was also good and not teeth crackingly cold as last time. I had a good night's sleep. Plenty of snacks out if you wanted them (and they did not run out). Breakfast was excellent and the coffee was hot (previously it has been lukewarm). So all in all a vastly improved service offering. The staff seemed rushed off their feet ... it would not hurt to have an extra flight attendant to look after so many business class seats. Overall summary: vastly improved passenger proposition. It would be 10/10 but I deduct a point for showing me to the wrong seat and another point for the bizarre interaction with the female flight attendant who repeated my food order back to me using internal jargon codes.',

✅ Trip Verified | Once again a terrible business class experience with BA. The flight was delayed by 4.5 hours, The plane was very old with problems with at least 4 of the seats in business class not cleaned properly prior to departure. Food was terrible as always with BA and only one choice available from advertised menu. As a result of the delay we missed our connecting flight from Heathrow and instead of putting us on the next connection they chose the second last flight of the day - which was also delayed by over an hour meaning we had an additional 4 hour delay whilst at Heathrow. At no point were we advised about our compensation rights (despite asking at check in and connections) or provided any vouchers during the delays. Having flown Etihad, Qatar and Virgin business class equivalents over the last year it is clear to see how big the gulf now is between BA and its rivals. ',

✅ Trip Verified | BA A380's are showing their age, hopefully they will update the interiors soon because it was a let down especially when the flight lasts 11 hours. Cabin crew were good and helpful. Dinner was ok but the breakfast was g

rim. On board entertainment was not the latest and seat back USB points didn't work. The only upside of BA is that it is only 1 of 2 airlines who fly this route directly and their pricing reflects this, if you're prepared to lay over then there are better airlines out there.",

' Trip Verified | \xa0 \xa0Credit to BA - Flew to Singapore recently and also back from Doha to London and both experiences were great. Service was fantastic as was the quality of the food, entertainment and was left feeling BA have got it together after a few previous below average experiences. You definitely notice the difference with the staff on BA - Far more approachable and outgoing compared to the cold and corporate middle eastern airline crews. Nice one BA for 2 great flights.'

' Trip Verified | \xa0 \xa0The check in area for premium classes at Gatwick is very nice, and there was no queue when I arrived so I was able to drop my bag very quickly. Premium security at Gatwick is fine. The flight was delayed due to NATS issues, but the member of staff on arriving at the lounge let me know of this. The lounge is nice and it's very comfortable. There was an excellent range of food and drinks. All the drinks you would expect. Food wise there were sandwiches, soup, pasta, salads, fruit, Spanish stew, as well as turkey and ham pies with mashed potato, roasted parsnips and carrots and gravy. It was all really good and particularly nice to see so many options. Boarding was pretty slow, although the gate crew did a good job to keep it well organised and allow priority passengers to board first. As has been well documented the onboard experience in terms of seat on BA Europe business is pretty poor, but in line with other European carriers sadly. That being said, the seat is well padded and comfortable and the adjustable headrest is quite good. The onboard catering was of excellent quality. I was lucky to get my preferred option of the roast turkey, but several people sat near me weren't as lucky. I do understand that meal options may run out but when the meal options are roast turkey with all the trimmings, vegetarian cottage pie or a chicken salad you really should be stocking enough for every passenger to get the proper meal. Or failing that, allow an order in advance service where you then only stock the meals that people want to eat. Whilst I fully support the desire to minimise waste, both food and cost, people really should really be able to get the ideal meal option. Unfortunately one of the people affected reacted very badly to this and took it out on the cabin crew which is unacceptable.. they also lost a bit of perspective about just how serious a situation it actually was! The cabin crew were very nice, friendly and professional, if a little slow.. but not to the point of detracting

g from the positive experience I had. The ground service at Gran Canaria was pretty poor, priority bags clearly meant nothing. 95% of bags coming out were not priority, mine came out about halfway through bag delivery and demonstrates poor delivery of service and not fulfilling on the service they promise to their customers. Overall though it was a very nice flight, and having paid for it using avios and £1 I cannot complain at all.',

✓ Trip Verified | The flight took off a little late due to Heathrow congestion but still landed on schedule. Boarding was smooth and the onboard service was efficient. A small snack was served for free with a bottle of water; additional items were available for purchase. The cabin and toilets were very clean. Overall an unremarkable flight but in a good way!'

✓ Trip Verified | BA is great in the air! But... they sell you connections thru London Heathrow Terminal 5 (their private, BA-only terminal) which you are practically not able to make. 90 minutes stopover time, European flight inbound, transatlantic flight outbound, you arrive at the terminal gate ON TIME and... book, security! Endless line, slow process. Your boarding starts and you are nowhere near the X ray, and then.... it is a train ride withing the same terminal (but different, distant buildings). Almost impossible to make. Lots of stress.'

✓ Trip Verified | I had broken my leg 2 days before our return flight from Lisbon to London. I called to get some assistance from British Airways, hoping for wheelchair assistance, an easier seat to get to, or possibly an upgrade so that I could stretch out my broken leg, which was in a cast. This airline failed on all fronts. Quoted us a price of €6,000 each (I was traveling with my husband), which we could not do. Almost didn't let me on the plane, trying to interpret my medical report. They did not attempt to change our seats, which were near the back. The single concession they made was to allow me to board 1st, but did not offer a wheelchair, so I had to swing myself down the aisle to my seat using the arm rests of all 21 rows before my seat, as the aisles are not wide enough for crutches. Might I add, I am nearly 70. Had to exit same way. No wheelchair waiting for me at Heathrow, had to hop onto bus with crutches to change terminals and nearly took a tumble doing so. Took so long to get a wheelchair that they had to hold my connecting flight (on another airline) for me and we were last to board. That flight had allowed us to upgrade to business class, for a reasonable price, and took great care of me."

✓ Trip Verified | Check in at MIA straightforward. BA use American flagship lounge near gate D30 which is excellent. F

light delayed but only by 1 hours. Boarding chaotic. On board staff were fine. Seat was fine too but product ageing. Post take off service prompt. Slept for 6 hours. I noticed that in club world BA have ditched rose champagne which is a shame. Pre arrival breakfast was ok. Slow to deplane. Luggage off ok.',

✔ Trip Verified | Never I saw such a terrible customer experience. The plane landed already 30 minutes late: despite any operational delays, the boarding took over 1 hour because the crew did not know where to place the luggages. After this long 1 hour boarding process, the captain did not apologise. This is extremely frustrating when this occurs on a night flight, forcing passengers to lose train connections to home.',

✔ Trip Verified | Having not flown with BA for a few years, I read some of the reviews in preparation, needless to say I boarded this flight with low expectations. I was pleasantly surprised as the flight was ok. We left LHR a few minutes early and arrived at JNB ahead of schedule. Cabin crew, although not as good as some carriers were attentive and professional. Onboard catering was a disappointment as if you were unlucky to miss out on the chicken you were given a very sloppy pasta. On board entertainment has never been BA's strong point and sadly that hasn't changed. Unfortunately BA is not the prestigious carrier it once was but its not as bad (from my experience) as some reviews suggest.",

✔ Trip Verified | Dear Community I feel compelled to share the utter frustration and disappointment that defined my recent travel experience with British Airways. Buckle up, folks; this one's a rollercoaster. On July 16 and 17, 2023, I had the displeasure of flying with British Airways on BA709 and BA7, and let me tell you, it was a nightmare. The initial flight from Zurich (ZRH) to London (LHR) on BA709 faced a seemingly unavoidable one-hour delay upon arrival at LHR. This, of course, resulted in me missing my connection to Tokyo, triggering an automatic rescheduling of my flight to Tokyo (HND) via Beijing with Air China. Oh, but the fun didn't stop there – flight CA183 was also delayed, turning my 16-hour delay into a grand total of 23 hours, finally arriving in Tokyo at 23:00 instead of the promised 7:10. And the cherry on top? My four checked-in suitcases decided to take a detour and didn't join me in Tokyo, forcing me to waste an additional two hours filling out forms at the baggage center. I finally got my lost luggage back on July 23, because why make it easy, right? But wait, there's more! My return flight from Tokyo to Zurich (BA8) on August 8 also danced to the delay tune, making me question if punctuality is just a myth for British Airways. The cumulative impact of these delays torpedoed my

vacation plans, stealing a whole day of scheduled activities, including a guided Tokyo tour. As if that weren't enough, I had to dig deeper into my pockets for unforeseen expenses—extra airport transfers, tour operator assistance fees, emergency purchases, airport meals, and international calls for rearrangements. The lack of assistance at LHR airport was the icing on this bitter cake. Installing the BA app just to get basic information about alternative connection flights was a hassle, and the fact that no BA clerk could provide this info in person was downright infuriating. British Airways, you've left me with a sour taste in my mouth and a dent in my wallet. Here's hoping you take this feedback seriously and step up your game because right now, it's not a good look. Frustrated and fed up, Bert",


✓ Trip Verified | Quick bag drop at First Wing but too many passengers so had to use fast track security in main terminal. Direct entry to Concorde room outside security south. Ate excellent breakfast which was served promptly. Concorde room is a nice place to wait for a flight there is some interesting memorabilia and an excellent bar. Boarding from c gates was disorganised and slow. On board cabin crew excellent. Good choice of beverages and these were of high quality. Food was good. Seat comfortable. No first bedding provided. On time arrival into Miami. Baggage took 1 hour to arrive',

✓ Trip Verified | 4 Hours before takeoff we received a Mail stating a cryptic message that there are disruptions to be expected as there is a limit on how many planes can leave at the same time. So did the capacity of the Heathrow Airport really hit British Airways by surprise, 4h before departure? Anyhow – we took the one hour delay so what – but then we have been forced to check in our Hand luggage. I travel only with hand luggage to avoid waiting for the ultra slow processing of the checked in luggage. Overall 2h later at home than planned, with really no reason, just due to incompetent people. Service level far worse than Ryanair and triple the price. Really never again. Thanks for nothing.',

✓ Trip Verified | I recently had a delay on British Airways from BRU to LHR that was due to staff shortages. They announced that there was a 2 hour holding delay but they would board us immediately in hopes of clearing the gate and leaving early. We had to wait the full 2 hours inside the airplane. The plane was old, dirty, had no power at the seats. The staff provided a small bag of pretzels and 250ml of water to the passengers for 2 hour delay and 2 hour flight. There were no options to purchase food or drink. There were no entertainment options available. I am a OneWorld emerald elite member but they do not upgrade members based on status. First class lounges at Heathrow are overcrowded, understaffed and p

oorly equipped. The help desk is completely unhelpful when a n error arises with delays and cancellations - even when hav ing the top status. The Avios points system has been devalue d to near worthlessness and requires fees to book reward tha t nearly equal the price of the revenue ticket. British has lost its way in recent years and has a moved from a world-cl ass airline to a budget airline with much worse service and timeliness than Ryanair or EasyJet.',


'Not Verified | Boarded on time, but it took ages to get t o the runway due to congestion. Flight was smooth and quick. Snack and drinks were good for a short flight. Landed only a bout ten minutes late. One bag of three left in London, form s quickly filled in, and the bag was delivered the next morn ing.',


" Trip Verified | 5 days before the flight, we were advi sed by BA that it had been cancelled and asked us to rebook. There were flights 1 hour before and 1 hour after our origin al flight but they made us take one 3 hours earlier. Our ori ginal ticket (and the return flight a week later) included a checked bag. When we arrive at Heathrow to check in we are t old our ticket doesn't included a bag and we will have to pa y 75 pounds each to take them. We explained that the origina l ticket had the bags and when they checked the system they confirmed that it did- but not this one! They would make no effort to sort it out and just told us to pay up or they wou ld remove us from the flight. So we had no choice but to pay up, thinking it should be pretty easy to get a refund. 15 mo nths and 10 emails later we have still not seen a penny. Eve ry time I ask where my refund is and state how long we have been waiting I get an inane email saying some departments ta ke longer than others to respond! Absolutely hopeless airli ne to stuff up the booking in the first place and even worse customer service to not even attempt to solve the problem at check in even when they could see the mistake THEY had made in their system, compounded by being be unable to investigat e a very simple claim, and refund me 150 pounds in 15 month s.",

'Not Verified | \r\nWe traveled to Lisbon for our dream va cation, a cruise to Portugal and Spain. Our friends did not EVER get their luggage. It was a two week cruise. Two weeks without a change of clothes or her CPAP machine. Contacting customer service was a nightmare. We never talked to a real person. Very little effort was put into getting them their b ags. In one port we were on the ship and the bags were at th e airport. The airlines did not deliver the bags nor did the y tell our friends that they needed to go get them. The airl ine couldn't be bothered to take the bags from the airport t o the ship. BA says it is their policy to get you your bags

within 72 hours. That is a joke! It's been over two weeks and they still don't have them. They are back home in the US and last they heard the bags were in Lisbon! If you have a choice, do not fly British Airways. Customer Service is nonexistent!'

' Trip Verified | Booked a flight from Bucharest to Manchester with a 2h 45' layover at Heathrow. Flight was delayed from Bucharest because of ATC strike. Arrived at Heathrow 40 minutes later than scheduled and still had enough time to catch my connecting flight. Unfortunately we were stranded in the plane and waited a very long time to disembark the plane due to lack of staff or slot shortage (it's a common problem with BA at Heathrow). I missed my connecting flight because of their delays and they told me I had to wait all night in a freezing airport for the first flight the next day. There was just a shameful 10£ food voucher which is a joke considering the ridiculous prices at LHR. No accommodation offered and had to sleep in a very cold airport. I asked for compensation and they sent me a long text with the same lame excuses that they are sorry, but they will not compensate anything. I can't imagine a worst airline than BA regarding customer care. It is not about money here but rather than the way they treat customers. It is the last time in my lifetime that I will be flying this joke of an airline.'

" Trip Verified | Booked online months ago and the only hitch was replacement aircraft meaning chosen seats were different. I was informed of this prior to departure so could amend. Bag drop at MAN T3 wasn't smooth but I suspect that was MAN fault. Shuttle boarding was slow and delayed meaning a rush at LHR T5. The flight to CPT was full but we left more or less on time. The cabin was clean and PE was what we expected, sufficient leg and arm room plus a few little perks with drinks. Only complaint is the seats actually recline too far. Staff were very good during the first few hours of service, especially George. Food was quite tasty but one option wasn't loaded. Breakfast was also quite tasty and we landed on time. The fly in the ointment is both our cases arrived late on the carousel and only later did we notice both had been broken into, likely at CPT. All in all a pleasant surprise."

' Trip Verified | The flight was on time. The crew were polite. It was the same story on my outward flight. I find that BA in Europe is generally pretty good, though I regret that they have substituted Prosecco for Champagne on the list of drinks you can buy in economy! So many complaints about BA and other airlines revolve around lost luggage that I never check in bags, even for long trips.'

'Not Verified | Angry, disappointed, and unsatisfied. My r

oute was from London to Atlanta. My suitcase was not boarded, therefore not landed with me. For both comfort and safety reason, a bag always fly with its passenger and that did not happen. Claims and few phone calls were made by desk assistants who answered my questions unprofessionally and miserably. Certainly, I was left with nothing but my backpack which contained not more than few snacks. Neither clothes nor anything else was ever provided as an apology. Meanwhile, I was also told that my bag would have been delivered through the next 24 hours which also did not happen. British Airways is a great airline to fly with but its organization, when it comes to customer service, is poor and uncertain. Still waiting for my bag.',

✓ Trip Verified | As an infrequent flyer, British Airways was always my first choice. With some reassurance and comfort of service, quality, luggage allowance etc. In fact I've never flown with the budget airlines. My most recent flight has now changed my view and causes me to reflect on what am I actually getting for my money and is BA what they once were. While the flights were around an hour delayed both ways, the cabin and ground staff service were ok. It is the facilities (or lack of) that I am most disappointed by. The flight was Approx 4 and a half hours and the only thing offered was a half cup of water that was poured out and a bite sized banana slice of cake. In fact on my return journey I wasn't even offered the water! To top it off BA no longer have a media screen from which you can select something to pass the time away. There wasn't even the obligatory flight journey. The WiFi was poor. I couldn't even access the shop. However, for a fee so much more was available. This explains BAs record profit of £1.52bn. So, the question is, what am I paying for? I will now for sure opt for the budget airlines. They are transparent with what they offer and what you have to pay for, which I can decide to choose or not. As BA now stands for Basic Airways I'll go elsewhere and get basic for cheaper.',

'Not Verified | A totally unremarkable flight, on time, as comfortable as European configuration goes. No catering due to the storm - effect greatly exaggerated. This was advised by email, and a euro 15 was provided - not easy to use - but lounge made up for this loss.',

✓ Trip Verified | 1. Ground crew in Heathrow left 60 passengers luggage. We had 3 bags. 2. The Heathrow ground crew left 1 of ours behind after the 1st two were received the next day. 3. The Heathrow ground crew lost our 3rd bag 4 times and we were on the phone with them for over 3 hrs over the course of the week! 4. Due to this, we had to spend \$500 on health and beauty items for my wife on our cruise. 5. British Airways said they MIGHT reimburse after 3 months. 6. We had

to spend \$100 in cab fare to Barcelona because the Barcelona ground crew (Iberia) claimed they had delivered it to us. 7. Heathrow ground crew made us 15 minutes late arriving back into Heathrow after our cruise. We actually landed 10 minutes early, but those incompetent people still were not ready for us. 8. The Heathrow ground crew caused us to leave 45 minutes late even though ALL passengers were boarded and ready 15 minutes before the departure time. This will probably mean we will miss our connection in Anchorage. BA clearly does not care or know how to operate a ground base...shameful. BA is a joke and should be embarrassed they can't operate like a normal airline. They do not grasp the concept that even a small hiccup can cause mass ripples of chaos to other people.",

✓ Trip Verified | London Heathrow to Gibraltar on 24th October 2023. I shall start by reference to the booking process. I used the BA website to reserve the seat and food the website to be easy to use and clear in every aspect. The flight was due to depart from terminal 3 but the passengers were bussed for a good 15 minutes to a different part of the airport where the aircraft was on a stand. When boarding the flight the cabin-crew kept a very low profile and this was maintained during the entire flight. The captain made 3 brief announcements during the flight. There was no in-flight entertainment. The seats were clean and comfortable enough for a short flight. The lack of catering was overt. Other than a tiny bottle of water and an inedible "breakfast bar" one had to use an online system to order even a drink and of course pay for it too. The passengers next to me could not use the online system as it does not seem to work and the cabin refused to sell them a coffee because of this fault. Moreover, the USB charge points did not work either. Given the early hour of the flight it is a poor show that there are not even for sale items available from a trolley service. The system BA have in place is not good enough. The flight arrived on-time. The disembarkation was inefficient though and poorly managed and the crew were not to be seen. The crew were wearing the new BA uniform and it seems to reflect a downward trend of the airline. To be candid, there was any difference between this BA service and that of so-called "budget" rivals. On this route BA have a monopoly and so I did not have an option to use the services of a different company.',

✓ Trip Verified | First time flying British Airways and I would not hesitate to fly economy with them again. Flight attendants were pleasant and efficient. Excellent special meal (low sodium). Comfortable space in economy. One of my better flights.',

'Not Verified | I flew London to Cairo and return in October 2023. It was basically a perfectly good pair of flights i


n Economy, with pleasant and professional cabin crew (especially on the return journey). Being only 1.73 m tall I have no problem with legroom in the back of the plane, the seat was OK if getting a little numbing after 5 hours, and the return of a rather good included snack box and drinks was welcome. However, it must be said that the value for money was poor: with a checked bag on the return leg only, this was a nearly £700 ticket. And although I am content to pass the time by reading or sleeping, it was surprising to find no in-flight entertainment on 5-hour flights. However, overall I would still recommend BA and would do so even more enthusiastically if it was more sensibly priced.',


"Not Verified | Absolutely the worst experience ever. Flew into Heathrow, no problem. Waited for 5 hours, three extra hours, for our connection to Porto then they cancelled the flight. Scrambled for a hotel and a new flight the next day. They routed us through Madrid the next morning. That flight was 1.5 hours late so we missed our connection to Porto. Because we missed the connection (their fault), they cancelled our return flights. After two hours on the phone with customer service from the Madrid airport, they booked us a new return flight, then they made us pay \$ 1300 to fly from Madrid to Porto. Then, for no reason they cancelled our return flight again! After hours, and hours and hours with customer service, we finally got a return flight five days after our original return flight. Meanwhile, they lost my wife's luggage. We finally got 15 DAYS after they lost it. Return flight? More problems with our reservations. At no point was British Airways helpful. They left the onus on us to fix their mistakes at every turn. They completely ruined a three week vacation and they don't care. They wouldn't even let us speak to a supervisor or manager. Awful, bordering on passenger abuse.",

"Not Verified | Flew back from Malta after scattering our son's ashes at his favourite spots. When we boarded the aircraft for our return flight my wife became upset. A member of the cabin crew noticed this and immediately spoke to my wife and tried to reassure her. Her name is Tracey, an exceptional crew member. I noticed she spoke to other travellers in a courteous manner and was friendly. Each time she passed my wife she asked how she was and would she like anything. This kindness made a difficult time easier for us both. Aircraft seats were comfortable and service good for a 2hrs. 45mins. flight. Thank you B.A.",


'Not Verified | Cabin luggage had to go to cargo, even when I said I carried medicines. There was no time to get them out the hand luggage. The economy seats with Virgin Atlantic, KLM and even Ryanair have more space. Luckily it was a short

flight.',

' Trip Verified | I have been using BA for a while now and on average I cannot say that I am pretty satisfied. BA so mehows experience cancellations and delays most of the time. Second, the in-flight service is usually weak. Food portions are small and cabin crew is not very helpful especially when it comes to drink requests. The screens in the A380s should be renewed as they are full of scratches and same size as A321s. Especially in longer flights, the entertainment system becomes more important. There is also no welcome package except for pillow and small blanket. I would expect more from BA. If you are flying from the US to anywhere except the UK, I would recommend considering other airlines. But if you are flying to/from UK directly, then BA could be one of your choices.',

" Trip Verified | I flew from Istanbul to London in Business class. For more than half of the flight a child was watching an iPad very loud with no phones plugged in - it was three rows in front of me and disrupted my flight as I could hear it above my headphones. Staff thought this was fine and refused to tell the mom to turn it down. Why is this acceptable on a flight especially in business class? Has this airline turned into a zoo? Are staff given no training in customer service? Why is a child allowed to disrupt other passengers? When I told the staff she just laughed at me. BA customer service is a disgrace. I've not even mentioned the food but it was bad, really bad.",

"Not Verified | I have flown on BA several times since the airline started non-stop service between Austin, TX and London Heathrow. Every year the service gets worse. I brought a tape measure with me to see how far apart the seats are in the economy section. 25½ inches. BA has removed bathrooms in order to squeeze a few more rows of seats onto the aircraft. Thankfully I'm not a big person and was able to squeeze into my seat without being too uncomfortable. When BA first started flying out of Austin, the food was great. Now, when I arrive at Heathrow, I get real food and take it on the plane with me. I don't know where or who makes BA's food, but it is not eatable. If BA did not have a direct flight from my hometown to London, I would fly with a different airline. When we checked into Heathrow, the line was extremely long and only one person was checking people in. It took nearly an hour to get to the counter. I understand airlines are making record profits and need to make up lost revenue from the pandemic, but I think BA has gone too far and has little concern for customer service in pursuit of profits.",

' Trip Verified | The flight departed over an hour late due to a late inbound plane. The plane was very full, and ha


If of the economy class passengers were forced to check in their larger cabin baggage at the gate when boarding, making a complete mockery of the hand luggage allowance advertised. Lots of passengers on board were stressed out about missing onwards connections due to the delays (and some did miss them as their next gates had closed by the time we disembarked at Heathrow). Onboard service was ok but minimal - BA gave up being a full-service airline some time ago. More concerning is that trying to get hold of customer services to make changes to bookings and deal with problems was non-existent. The airline seems to make it deliberately hard for its customers to contact it.',

✔ Trip Verified | I hate British Airways! We get to London on Oct 3 and our next flight is cancelled. We stand in line with 1200 other people to get it fixed and they tell everyone to leave the airport and call them to fix. They book us the next day..via online. Don't offer vouchers for hotel, we will miss our tour. Now trying to get home from Istanbul. Plane is here but should have started loading an hour ago. No explanations. May miss next flight. Will never travel with them again. Was this same problem April 2022 flight.",

✔ Trip Verified | Our BA flight from Porto to London Heathrow T5 was operated by Finnair using a Finnair plane and crew. This had been advised by BA shortly after booking, with the option to change flights if we preferred. Although the business class cabin was of a similar layout to BA Club Europe, i.e. with the middle seat kept free, my wife and I felt the seats were more comfortable and the legroom slightly better. Service was good on board and the meal was very tasty (we chose the beef cheeks). All was good until we landed at Heathrow! Although we passed through passport control without delay, once we were at the designated baggage reclaim, we just waited and waited! After an hour and ten minutes I went to the BA baggage counter to ask what was going on. They seemed unaware of an issue, but said they would find out! Over the next hour or so various other passengers also requested information and despite various announcements and a list of different excuses it was almost 2½ hours before the bags finally arrived. Frustrating to say the least. I subsequently complained to BA, but after 4 weeks there has been no explanation just the automated message from customer services 'we are experiencing exceptionally high volumes'. This response says a lot!'


✔ Trip Verified | The customer services (call centres etc) are atrocious and sometimes callous. They just don't care. Long waits to speak to anybody, who then have no power to actually solve anything, and the calls just cut halfway without resolution anyway. If the flights are cancelled (as were


my original ones) you're really left on your own and nobody cares. The onboard services are so-so but for short haul it's now "semi-low cost" which is confusing as you never know what to expect. This time we were given a bottle of water and a (very) small snack, whilst anything else had to be paid for. And yet on some other flights apparently you have to pre-order any additional food. It's confusing, which makes it not dependable. Cabin baggage is in theory generous compared to competitors in economy but then they asked more than half the passengers on this flight to check in the cabin baggage at the gate due to lack of space in the overhead cabins, leading to long boarding delays. Their whole offering hasn't been thought through very well. The USB power supply did not work throughout the flight (contrary to the announcement that the power be available after the seatbelt sign was turned off) so it was pointless providing the sockets in the first place. Not my first choice airline on this route and am just trying to use up most of my Avios points before I totally abandon them. I fail to see how it is deemed a 4 star airline.

 Trip Verified | I am a frequent flyer with BA and have been for the last 15 years. Having noted the ratings given, frankly, I cannot understand how BA scores three stars for most aspects of its service. In a nutshell, BA has placed profit margins over passenger appreciation. This fact was hammered home on my return leg, which was not in Club Europe. Quite alarmingly, BA appears to place profit over passenger safety by extending its "Business Class" seating up to and beyond emergency exit rows and then failing to ensure those seated in exit rows have the physical capacity to actually open the door in case of an emergency. I was not at all reassured to see an elderly and slightly built woman seated with the responsibility of opening the overwing exit should the need have arisen. Short-haul business (Club Europe) is simply a joke and only useful for gaining valuable tier points for lounge/pre-boarding benefits. While cabin crew service is excellent, the lack of space and reduction in refreshment choices, etc. places them a million 'air' miles behind competing airlines, such as Qatar, Turkish or Emirates who understand the true definition of customer appreciation and hospitality. BA has consistently eroded the value of their Executive Club and seems to be of the impression that recent changes in obtaining avios points during the booking process benefit passengers - really? I want to support BA and did enjoy flying with them up to the point when they started penny pinching and became more deserving of the name "Budget Airways" The attached photos taken during my most recent itinerary highlight the difference in customer care/appreciation between Brit

ish Airways and another airline used in this trip. Both flights were around 4 hours in duration, on the same day. Guess which one is shows BA\'s in-flight offering!\'',

"Not Verified | Flew with BA to Punta Cana. Took the trouble to reserve seats for both outbound and inbound flights. On boarding at Gatwick, realised we had been moved to much less good seats with other people sitting in the seats we had spent a lot of money reserving. Apparently there has been a change of aircraft and a number of passengers had been automatically reallocated seats for no particular reason. The crew said there was nothing they could do (although of course they could just have swapped us with the couple using our seats). We were told to claim a refund on return home. We did this via a complaint form. As BA offered us £100 in vouchers. We didn't accept this as it was less than the cost of the seats and also naturally we wanted our money back. We eventually got it but not without a fight. Very second rate shoddy airline.",

' Trip Verified | They downgraded me from business to premium economy. They took three months to get back to me and offered me 200 pounds or 400 AUD. The difference between business class and premium economy (which I never fly) is \$3000 AUD and the difference between economy and business is \$6500 AUD. They owe me at least 1500 pounds and to be very fair 3250 pounds. The downgrade was insulting and incredibly painful as I had a recent cancer operation and have a back injury which I have pointed out to them - I need to lie down. The wait for them to get around to me has been numbing. The insult of their offer has been the slap in the face to continue my degradation. The people I have dealt with at the airport have been down to earth, honest hard working people. The actual staff on the plane were warm and friendly - and helpful. The systems under which BA operates are some sort of medieval torture.',

' Trip Verified | The already delayed aircraft landed and apart from the small BA logo on the rear of the fuselage, there was no indication as to whom the carrier really was. Boarding turned into a farce with passenger groups being told to wait in one queue in order to board, only to be informed we were on the wrong place and our boarding wasn't allowed yet. The interior cabin was reminiscent of a BA cabin from twenty years earlier except the tight legroom and uncomfortable seating which made a budget airline feel luxurious. The crew were not BA but from an unknown charter company. Service was slow, and as usual, choices of food to purchase ran out before they'd reached row 24. I requested a cup of tea which never appeared. Thank goodness for my airport purchased water and the tiny offering of pretzels. The over officious se

nior flight attendant, who'd been facilitating in 'Club Europe' appeared in economy and immediately slammed down the armrests (whilst still in mid flight) making an already uncomfortable journey feel worse. "Cattle class" was definitely that! To say I was happy to land and disembark was an understatement. Never again BA, never again!'

✔ Trip Verified | Caught up in the Gatwick cancellation fiasco; at some point between what was smooth check in (unable to do online as part of group travel) and security, the flight was cancelled; (we were denied entry to security and departures as a result). It was at this point that we discovered BA Gatwick are not BA, but a masquerade, who are unable to help and provide very little assistance unless the 'real BA' provide information, and even though our baggage was now airside, didn't have a clue as to how we could get it back. It is, however, with thanks to a supervisor from Business Class check in, who came to our assistance and help with our predicament- baggage retrieval, information on what to claim and how, and our revised BA flight from LHR the following evening. (Difficult to give a rating for cabin service as we didn't even board the aircraft)",

✔ Trip Verified | BA has a real problem with boarding it's flights. Those who get on first fill the luggage bins with 2 bags, one of which is supposed to be small and under seat only. Cabin staff don't bother implementing their own rules. Subsequent passengers mill up and down the aisle, bumping into each other, searching for space. Boarding this flight took an hour as a result of this nonsense. The incoming flight was late already so our 90 minute flight was 90 minutes late.",

✔ Trip Verified | Our connecting flight from London to Glasgow was canceled and we were forced to wait 12 hours in the airport for a new flight. When we received our luggage at Glasgow we discovered that our luggage was soaking wet. My wife's luggage contents were wet and had to be air dried.',

✔ Trip Verified | The worst airline I have ever flown with. Allocated the very back row next to the toilets and galley. No chance of getting any sleep, question asked of possible seat movement ignored and getting bumped the entire time by cabin crew walking or pushing kart up and down aisle without one apology. Would have been better sitting in the luggage compartment.',


✔ Trip Verified | Excellent service levels, proactive crew and superb food and beverages. I found all aspects of the service to be superior to BA business class, even the new BA Club Suites. First Class felt exclusive, the dedicated crew were clearly used to working the premium cabin, enjoying their work, were proactive, friendly, very respectful and th

e food and beverage offering a considerable step up from business class. The seat, with sliding double doors was spacious, well designed and very comfortable. British Airways offered a solid First Class service, from Concorde Lounge to boarding (which was actually by group number for a change) to the very warm and genuine welcome on boarding. A consistent, solid, comfortable service from start to finish and if the price was right, I would not hesitate to book First Class with British Airways again.',


"Not Verified | Booked a very special holiday for me and my partner, September arrived and we were on our way to lovely South of France, Booked Business Class for us both to start the holiday right. As we were checking I was told the flight was over booked and our seats wouldn't print onto the ticket for some reason. We had already made sure the seats were booked when we had booked the flights nearly a year prior to going. Unfortunately when we arrived at the gate we were then told we would no longer be sat together and one of us would in fact have to go into economy. My girlfriend is an extremely nervous flyer and so had to take extra tablets to remain calm, She didn't have any food which we had pre booked also and she was sat right down the bottom end of the flight. We were held at the gate with another 4 or 5 couples all in the same predicament all due to the lovely money grabbing British Airways over booking the flight. They ended up refusing passengers in the end and even had people sat on the fold down chairs in the toilet area. When we eventually arrived in France late, we was waiting for our luggage to come. Our air tags stated that both our cases was in fact still in Heathrow. We then had to wait 4 days for them to eventually come in to France by this point our holiday was ruined. British Airways was absolutely shocking, we couldn't speak to anyone as all the phone numbers were no longer in use. We felt stranded in a foreign country with no clothes and no one to help us with what to do next. Every day we watched them case not moved as we were tracking with air tags. it was so frustrating not being able to plan our days in hope we would get the call to then drive all the way back to the air port 2 hours each way to collect our cases. we ended up going out and buying new clothes toiletries and all the stuff to make the best of our ruined holiday, saving all the receipts thinking we would be able to claim it all back. how wrong I was. British airways take zero responsibility and fob me off with going through my insurance. British Airways only pay for basic essentials, Pants and toothpaste. I filed a complaint when I got back and requested my money back for business class and they haven't even had the decency to even respond. They are an absolute joke of a company and I wish they would remove British

h out of there name because there is nothing British about them. Do not give them your money, they cant even look after their staff let alone customers. Oh and don't bother trying to cancel your flight either as they just take all of your money off you and give you nothing back.",

'Not Verified | Just returned from Chicago, flew out 10 days ago on American Airlines absolutely superb in every way, had high expectations on return flight with BA.\u2028What a disappointment.\u2028The Airbus A380 may be nice from a pilots perspective but as a passenger it was awful.\u2028Very uncomfortable seats, the inflight entertainment and flight tracker failed to work throughout the flight, the inflight meal was inedible and the service was mediocre at best. Our short flight from Heathrow to Manchester was much improved, very welcoming and attentive in flight staff and the flight even arrived early. In future we will travel with one of the American carriers. ',

' Trip Verified | BA standards continue to decline every time I fly with them. This time, a 45 min late departure, which seems the norm for BA, and no information from the rude and clueless boarding gate staff. The Club lounge was overcrowded, dirty and grubby and cleaning staff could not cope. How many more cutbacks is BA going to apply before they become truly low cost. As a 35 year veteran user of BA, while people complained of Alex Cruz cutting costs, the past 3 years has seen them decline very quickly under their latest CEO. One reads the occasional article about BA improving things, but I have yet to see anything substantive. There seem to be few British staff left amongst the cabin crew, so maybe time for a name change and give the flag carrier status to a proper low-cost - and sadly the staff service has declined year on year. Onboard, the catering remains poor and surprised that Do&Co can produce such rubbish meals when I have sampled their Turkish Airlines equivalent in August that was superb - guessing BA are too tight with their budget. Onboard WiFi service is a joke and should be avoided.',

"Not Verified | Awful. Business class check in queue just as long as for economy, probably because half of the desks were not staffed and Terminal 5 is chaotic. Business lounge overfull, couldn't get seats. Delayed flight, unmanaged chaos at the gate. No drink on boarding, first drink served an hour after take-off. The meal was poor, used to get better in economy on other airlines. British Airways has won the race to the bottom of the cheapskate stakes. Not looking forward to the flight home.",

" Trip Verified | Not a reliable airline. You cannot trust the timing at all. I had a 6.45am flight, boarding was on time, but then we are sitting in the plane for already (1.5

hours) and the expected departure is still not clear. They have discovered the engine is not working! I am risking to be late for a business meeting in Geneva. How come they bring a not working plane to the gate. The funny thing is that I had another business trip in spring 2023, also with BA to Amsterdam. When I arrived to the Airport that time - I was told I don't have a seat. I was put on the next flight in several hours, which should have got me to the business meeting late, but still not too much. A lot of stress. In the end, on the second plane we were sitting in the cabin for 1.5 hours and I have missed the meeting. I thought it was a dramatic unlucky case that time, but today I see it's routine for BA not to fly on time.",

✅ Trip Verified | I take comfort in reading the last ten or so reviews to see I'm not the only traveller to put in words, how absolutely abysmal British Airways are! The only reason we are stuck using this awful airline is to use up points. We booked Club Europe months ago. London to Athens, sat in row 3 and told they had run out of food options, only choice was lentil pie or green curry. Returning Athens to London Club Europe. Couldn't check in online as promised so arrived at the airport 3hrs early. To be told they had overbooked the flight and basically we were being 'bumped' to economy. This airline fails to deliver time and time again. It is a national disgrace and I implore everyone to choose an alternative. ",

✅ Trip Verified | The worst journey in my life. The connection time at LHR was only 1 hour, but the flight from MXP was on delay. I had to rush to change terminal by train and arrived risking a heart attack. After that the plane just stayed there for another 40 minutes. Despite that, upon arrival at SJC my baggage was lost. I filled the form and gave to the employee. I was not given any receipt, so I did not have any reference number. BA phone number at SJC simply never answer. I called twice the toll free number and realized they did not record the delivery address. I had to enter myself online, dealing with a shitty website. They delivered the baggage three days later. I claimed for compensation online, as I had to buy clothes and other stuff and I did never get a receipt. I was expecting an upgrade for the flight back to MXP, but nothing happened, neither they allowed me to enter BA lounge at SJC. Bad customer service. The only positive side was price, but obviously this cannot justify this treatment and if I knew , I would never flown by BA. Never again!'

✅ Trip Verified | The airplanes and the lounges are worn out, old and broken. From Dallas to Heathrow, multiple first class seating and electronics were non functional and poorly designed. The first class seating from Heathrow to Dubrovnik

was nothing more than a tray blocking the middle seat of a standard coach ticket. Very disappointed.',

✓ Trip Verified | One of the worst experiences on the worst airline. The flight was delayed due to earlier technical issues. The time slipped from 17:00 to 20:00 to 22:00 and finally cancelled. There was zero information given. Despite paying well over the odds for business class, we were booted out of the BA lounge two hours before the flight. When it was finally cancelled, the BA staff. Without explanation, told everyone to go to a gate. After another hour or so they made us re enter the UK via passport control, a further 40 minute wait. By now the airport was closing and there was no sign of our bags or any help from BA. A passing Gatwick engineer finally helped us locate the bags. BA completely washed their hands of us and in contravention of CAA rules refused to find us accommodation. Many slept in a bus stop overnight. There were people with young children who couldn't find somewhere to stay and yet BA had closed down and left. The following day the replacement flight was also late and due to an admin mistake had no catering or liquids for a 2 1/2 hr flight. Overall the service was shockingly bad, the worst I have experienced from any airline. I will not ever use them again.',

✓ Trip Verified | Cancelled our flight last-minute then moved us onto a flight 2 days later operated by Japan Airlines. We had paid a lot extra for extra legroom seats as I am very tall and they assigned me a middle seat deep in the middle of the plane. Because it was operated by a different airline but booked by BA, neither BA nor the other airline could change my seat over the phone despite seats being available. After 4 hours of waiting in queues and sitting on hold their solution was for me to arrive early at the airport. I did but the seats had already been given away for free by people who had booked directly with that airline and could check in online. I got a £10 meal voucher as compensation for this enormous downgrade on a 14 hour flight. Never again will I fly BA. I would rather fly indirect with better airlines than use this disgrace of an airline again.',

✓ Trip Verified | I had a flight from Miami, Florida to Dublin, Ireland, via London's Heathrow airport. The outbound flight from Miami was delayed and we were further delayed when our gate was occupied when we arrived in Heathrow. The total delay was roughly an hour, but it was enough to make our connection a challenge, where we had 73 minutes between original arrival time until the departure time to Dublin. When we headed to our connection flight, we were stopped by security personnel at a checkpoint and told us that the gate to our connection flight had already closed. This was twenty minutes prior to departure time. They ushered us to customer ser

vice to be rebooked. Given the busy weekend of travel, we were rebooked on a flight at a different airport and were told that our cost to get there would be reimbursed. We then waited 3 hours for our luggage, and then took a cab to London's City Airport. The cab fare was roughly \$500. When I filed a claim with British Airways, they refused the claim and told me that we had plenty of time to make our connecting flight and therefore they denied my claim to be reimbursed for the cab fare. This is after I explained that it was British Airways employees who ushered us to rebook the flight despite the 20 minute timeframe to make the connecting flight. The person who rebooked us, told us it was policy that they close the gate 20 minutes prior to departure. I will never fly this awful airline again. Given the other feedback on this site, it appears that that is the overwhelming sentiment.",

✓ Trip Verified | We started our day with BA in Prague. The flight actually left on time! I came to find out that's very unusual. We purchased business class seats. As you can see from the picture they hardly were business class. All they did was block off the middle seat in the first few rows and called it business class. Horrible flight. In addition I had a really rude check in clerk basically yell at me when I excused myself and asked if she could give a little bit of priority to the many business class passengers who were n't being served. Then we got to Heathrow and the real fun began. We had a 4 hour delay. They gave us about 5 different excuses for the delay. I had a few employees walk away while I was asking them questions. They were very rude. At one point there were no employees left. And from the announcements it seems virtually every BA flight was delayed. And there were no weather issues. There was no place to comfortably store items in business class. I've never experienced that before. Not even a cup holder for my bottle of water. The seat controls didn't work well. You had to keep pushing the buttons to get them to do anything. The power outlet didn't work. There was no internet the entire flight. The overhead luggage bin was too heavy. I almost got a hernia having to close it. This is a horrible airline. I'll never fly with them again. If I could give zero stars I would.',

✓ Trip Verified | I fly British Airways weekly not because I want to but because they own the route there's no other option therefore they frankly don't have to care about the customer. The flights are always delayed and it's always someone else's fault be it weather delays to incoming aircraft or flight traffic control issues I've heard it all and for the life of me cannot understand why they are allowed to operate. I've been around the world and traveled with all of the world's airlines but British Airways are really the worst of


the worst. It's such a shame to have watched what used to be a good company fall down a cliff. My advice is if you have a n option to fly with anyone else then exercise the option but if you're flying with different connections and you have a tight schedule do not expect BA to get you to your destination in time.',

"Not Verified | Everything was ok until our connecting flight in London, just before take off, we were on the runway, the pilot came on to announce an engine problem. After engineers tried to fix it while we waited on the plane for over an hour we were finally told that we would have to be evacuated and rebooked for another flight but not to worry because a special crew was waiting for us on the ground to help us and set us up in a hotel except that there was no one to help us. In fact everyone refused to help us. It was Saturday almost 8pm and they just wanted to go home. Anyone with a connecting flight couldn't rebook on the application because the app wouldn't disassociate our first flight with the connecting one in London and the staff saw this but still refused to help us. They gave us a phone number but there was only a message that said just to use the app. Finally I got someone on the phone who rebooked us for the next day. Now it's 10:30 pm and I have to find a hotel room because the airline refused also to help us with that. So i had 2 choices either sleep in the airport or pay over 700GBP for a room. I don't have the money to pay for this but after a 10 hour flight, 8 hours of jet lag and the insane stress after the fact that no one from British Airways would help us I took the room. Of course I claimed reimbursement but that was over 3 weeks ago and I haven't heard anything since so I have no idea when or how much I'll be reimbursed, even though I'm not claiming any emotional compensation from the horrible situation they put me through due to their total indifference. It's financially difficult for me right now because the money I had to put out is equal to half my salary and of course it's impossible to reach them by phone. I feel still as i did on August 26 2023 completely trapped by them and their indifference with no solution or information",


'Not Verified | My initial flight was cancelled 8 hours prior the flight. Then I was automatically rescheduled for next day. Next day, the flight was delayed leaving Hamburg and missed my connecting flight to Las Vegas. Me and several other passengers spent the night in London. British Airways provided us with vouchers but the transfer bus dropped us at the wrong hotel (closest to our hotel) and told us that we can walk there if we want to. As a result, I lost two nights hotel reservations that I made in las Vegas. I opened a claim and provided all receipts to British Airways to get refund of


my hotel reservations, but over 5 weeks now, not a single feedback from British Airways. I will avoid all flights with them in future, and will share this story.',

'Not Verified | We will never fly British Airways again. Our flight on July 15 2023 from LHR to LAX was cancelled 20 hours before departure without any explanation. Since 8 weeks we are now waiting for the refund and BA does not pay us the cost caused by the cancellation. Very disappointing.',


' Trip Verified | Check in and security clearance very quick at LHR T5. My wife and I used the Galleries North lounge and at 6-00am it was easy to get a seat. Good buffet breakfast options. Flight boarded on time and flight departed on time. I was seated in 4 A, the Club Europe seats on the A320 seem to be getting smaller and legroom (I am 6ft) was very tight. Cabin Crew service was fine. I chose the full English breakfast, it was ok, but there was a lot of water in the bottom of the bowl. Flight landed on time. Overall an OK flight but Club Europe doesn't feel very premium these days.',

'Not Verified | British Airways has confirmed itself as the worst airline in the UK. Last minute cancellation, no explanation, refusal to book with another airline "because we don't have an arrangement with them". What's happened to what used to be our national airline?',




' Trip Verified | Worst BA experience. I was supposed to fly out to Italy on 7 September 2023. I arrived at OR Tambo International airport ready to check my bags in (I already checked-in online the previous evening so I had my boarding pass ready). At the counter I was told that I had been off-loaded from the flight as my connecting flight has been cancelled. No information was sent regarding this beforehand. The team at the check-in counter tried to get me on another flight that evening, but there were no flights available. They did manage to get me another flight the following evening with Lufthansa to Italy via Frankfurt. However, I did miss the first part of my trip having arrived a day and a half later than I was supposed to. Upon moving the flights I did ask the BA staff whether my flights back are still valid and that everything is in order, which they assured me is correct. I have to fly back to South Africa on 18 September and upon checking my booking information I noticed on my BA account that my first flight (Milan to London) is just missing from my booking. My connecting from London to Johannesburg is still there. After spending the entire morning on the customer helpline two different operators picked up and in both instances, the moment I proceed to give my booking reference number, my call gets dropped. Currently it seems like I will be arriving at the airport again on Monday without a flight.',

' Trip Verified | My daughter and I were denied boarding

on our business class flight from Madrid to Heathrow in March 25, 2023, the first leg on our return flight to Victoria, Canada. No reason was given for the denied boarding by the check in staff at the British Airways counter in Madrid, who said they were only agents and told us to call British Airways. We were three hours early for the flight and had valid passports. After many tries we finally reached British Airways by phone, but we were told to call Expedia which had booked the flights. Expedia confirmed that we had been bumped from the flight, with no explanation as to why. Expedia then began a long process of finding alternative flights. Over the next 24 hours we had numerous calls with both Expedia and British Airways. Incredibly, the next available flights were 9 days later on April 3. This was almost unbelievable, but after many many tries it was the best we could do. Even though these were Business Class tickets. Part of the problem was that apparently rules did not allow any changes to routing for any segment of the flight. This nine day delay was a major problem for us. I had to miss work and my daughter was missing school. Further, we received no compensation from British Airways, no penalty fee, and not any reimbursement of our expenses for staying the nine extra days. After our return I began the British Airways online complaint process, and submitted all supporting documents. I received an email reply and a case reference number. And then nothing. I sent numerous follow up emails, and received no replies. It is now months later, and still I have not heard from British Airways. This is shocking, and definitely the worst airline service I have received for my thousands of flights over many decades. I am a very patient person and this is the first time I have commented on this type of forum. I think the public should be made aware of extremely poor customer service at British Airways.'

" Trip Verified | Despite boarding being the usual free for all at LHR with groups 1-3 being called to board all at once. Whilst those passengers who had agreed to check in a bag in at the gate, getting to board before anyone else! However, the service on board was impeccable. Superb crew, friendly, attentive, interacting with passengers and generally appearing to be enjoying their job. Like BA in the old days and at its best. Food choice and quality seems to have improved too (no beef cheeks thankfully) and even the Club kitchen appears to have returned. Old style Club seating, but is at least better, and feels less cramped, on the 787's.",

'Not Verified | Flight cancelled, no crew! 9th September 2023, not peak holiday period so why such bad management by BA? Sent to the gate left standing of over an hour and then flight cancelled. As were other on that day. Why does BA con

tinue to provide such poor service - a national disgrace.',
'Not Verified | The worst service ever, my baggage did not arrive on time. Both my flights were delayed. I will never fly them again. Even the food was bad and your service.',
' Trip Verified | 4/4 flights we booked this holiday were delayed about 1-2 hours. No wifi available on 2 of 4 flights Food and drinks very basic and expensive. Cannot recommend',
' Trip Verified | British Airways has a total lack of respect for its customers. I was booked to fly from Frankfurt Main to London City Airport, and just a couple of hours before the scheduled departure the flight was suddenly cancelled by BA without explanation, when I was already at the airport. The worst thing was the utter callousness that staff showed towards customers. The ground staff's attitude was that they are merely third party agents, not BA employees, and therefore they quickly washed their hands of us all, telling us we had to contact BA directly via phone if we wanted help. They couldn't even provide us a phone number, telling us to look it up on ba.com ! So BA abandoned its passengers. They did tell us that the BA departure to Heathrow had also been cancelled, meaning there would be no further BA flight from Frankfurt to London that day (although other airlines were still operating the route- but BA refused to rebook us on them). The reason given for both cancellations was "technical reasons". No assistance or information was provided on our rights due to cancellation, nor any information on help regarding food/ accommodation help etc. Their attitude was literally that the cancellation had nothing to do with them and it was our problem, not theirs. I received an email an hour later notifying me that I had been automatically rebooked on an alternative flight 24 hours later, which wasn't acceptable as I had to get back to London that night. I rang BA's call centre and again, they showed a high degree of callousness. 95% of the half-hour call was spent with me waiting on hold, with the phone just cutting off after half an hour, and no meaningful information given to me by that point. There was no attempt by the call operator to call me back when the line cut (and I had a solid phone signal and wifi as I was still standing in Terminal 2 of Frankfurt Main airport), even though my phone number is listed in my booking contact details. They just don't care. In the end I had to arrange my own return to London by taking a coach to Hanh airport which was 112km away , waiting there for 5 hours and then booking an expensive last minute ticket with Ryanair to Stansted. At least that flight operated on time and got me back to London! BA is worse than a low cost carrier now.',
' Trip Verified | London Heathrow to Keflavik, Iceland in


Business Class on an A321. British Airways provides an unusual Business Class experience for intra-Europe flights. The seating is similar to most airlines - middle seat vacant and little extra space - but on British Airways the Business Class cabin extends to almost half the aircraft. This makes it less than a premium experience at every step, from boarding to onboard. The WiFi worked for only half the flight and there are no refunds. But when it worked it was surprisingly fast. Service on this flight was very good and we got to Keflavik on time.',


✔ Trip Verified | Mumbai to London Heathrow in Business Class on an ageing B777-200. This aircraft featured the older Club World flatbed seats. They are comfortable, there is enough storage space around the cubicle, and the monitor screen is among the larger ones I've seen on airplanes. BA's new Club Suites are said to be far superior, competing with the best B-class rivals. The entire Business Class cabin had just 2 washrooms but it wasn't an issue on this flight since the premier section wasn't at full capacity. There was Wi-Fi on board, fast enough to even send videos via messaging apps. Service onboard was competent but the staff lacked warmth. The food was alright and no more. The biggest plus of this flight is that it gets out of Bombay at 1:10 pm in the afternoon instead of the ungodly early morning hours most international flights take off from India. The airport experience is far more pleasant at this time. In summary: British Airways provides a good, but not spectacular, Business Class product."

✔ Trip Verified | Care and support shocking. Written by a previously loyal BA traveller. Lies and misleading unprofessional service. Told that my flight was cancelled. Booked on to next available flight in downgraded cabin from business to premium economy. Called to ask why. Told technical fault with my original flight. My suspicion was another reason. At airport, check in staff said that not enough crew to staff original flight earlier in day. Why take my money and allow me to book a flight which would have allowed me to get to work as a doctor in the first place! How can you trust such an organisation to look after you as a flying customer.',


✔ Trip Verified | Flying A380 business class should be a pleasure but BA has made it a disaster with the worst seating and configuration imaginable. How could any sane person could jam so many seats into a limited space and expect passengers to be happy. Seats are narrower than economy on some airlines and you must face another person until a plastic screen is raised. The Tv screens are the size of a medium sized tablet and the controls are behind your head in a sitting position. There is no where to put anything except one small p


ull out draw at ground level that can not be reached when seated nor accessed when sleeping . The window seats and middle seats are accessed by having to jump over a passenger on an aisle seat and the seats are so low that they are hard for elderly to get out of. The whole business class set up is a sick joke. Eating is difficult because the seat is not close enough to the table and the tables are so flimsy that drinks can fall off. Are there any redeeming features - the answer is no. If you like a little comfort avoid BA like the plague.

 Trip Verified | British Airways absolutely does not care. My reserved seat was change from an aisle to center seat for this overnight, full flight and it was quite awful. After enquiring at LAX check in, the agent said sorry, nothing we can do. Onboard the flight the attendants seemed to try and finish the meal service at a racing speed, with meals trays passed out with no proper questions about choice. Then back and clearing trays and they disappeared to rest in the kitchen for hours after that. No water runs, if you need anything do not bother with the call bell, as they simply ignore it. I used to like travelling British Airways 10-15 years ago, but the bean counters have been in and lowered it close to a lowcost carrier. I guess staff are badly paid from their terrible attitude and service. My last trip to London was with Delta, they are so much better than this very poor excuse of an airline that British Air has now become.',

 Trip Verified | My recent experience with British Airways was not just horrendous, it was an utter abdication of responsibility on their part. I arrived at JFK ready for my flight to Malaga, only to find it had been cancelled with zero notice. After a draining 2-hour altercation, I was finally placed on a different flight. The nightmare continued when I landed in Malaga sans luggage, containing essentials for my son's wedding. Thirty agonizing hours later, the bags showed up—but my brand-new iPad and a special watch for my nephew were missing. The items weren't merely valuable; they had emotional significance, which made the loss even more gut-wrenching. You'd think a reputable airline would make amends for such errors. Despite the clear mishandling of my baggage by their team, they refused to offer any reimbursement or even a modest amount of airline credit. Their customer service was not only ineffective but also astonishingly callous. Their response was, in essence, "It's your fault for trusting us with your belongings." This isn't just poor customer service; it's a complete disregard for basic human decency and responsibility. British Airways had numerous opportunities to right their wrongs and chose not to. If you have any respect for your time, belongings, and emotional well-being,

avoid British Airways at all costs. They not only fail to deliver on promises but also refuse to make amends when they err, leaving customers to bear the brunt of their incompetence.'


" Trip Verified | This is to express our displeasure and concerns regarding our flight to Italy. Our trip was effectively ruined by the failure of our luggage to arrive with us, coupled with the length of time it took for it to eventually reach us (9 and 12 days)! Our departure dates: June 19, 2023 - Flight BA 294, Chicago to London. June 20 rebooked by BA on BA 546, London to Rome. All flights were late. On arrival in Rome, my wife was forced to walk to the check-in desk because our reservation for wheelchair assist from the plane was never transferred by BA. She was told by the cabin crew that there was no reservation for her transport. Also, our checked baggage (2) failed to make the BA rebooked flight from London to Rome. BA took 9 days to deliver my bag and 12 days to deliver my wife's. I called BA Baggage Claim Services daily. I was frequently cut off after waiting on hold for over an hour. We had Apple Air tags in both bags, and sent pictures showing their exact location to BA Baggage Claim several times. After 5 days, BA stated that they found my wife's bag, but needed to verify ownership! Both bags as described had bright pink 4" easily visible tags and bright pink bows. Taking 9 and 12 days to deliver them is inexcusable. Our return date: July 3 - BA 553, Rome to London. BA 297, London to Chicago. All flights were late. We arrived in Chicago more than 3 hours late, missing our ground transportation to our home in Michigan (3 hours away). We had to find a hotel and stay overnight near Chicago. On July 12 we filed our expenses for replacement of lost clothing and toiletries, also for food purchased at Heathrow due to the flight delay and overnight hotel charges in Chicago. After 2 weeks, I went online asking for some follow-up on both cases, but have had no response at all from BA. We are retirees on fixed income, and can not fund BA's errors. I can honestly say that the times I was able to reach a human being, they were all courteous and attempted to help, but appeared at a loss. ",


' Trip Verified | I flew London to Malaga on 27 August in Club Europe. We stood around at Gate B45 in Terminal 5 for over an hour, with staff giving very different reasons for the delay, late inbound aircraft etc - but the plane we boarded had been sitting there for more than an hour! After boarding, the captain stated that because they had changed planes there would be no meals served. This is Club Europe, and we received one small packet of crisps throughout the flight. No effort to apologise. We smelt the hot meal for pilots being heated and then saw it being served to them on a Club Euro


pe meal tray. Cabin crew also had warmed pastries (and were very quick to use air freshener in the front galley!) while customers received zilch. BA sent an email the following morning to say sorry - nothing else. What a complete and utter rip off by an airline that is already cutting back on so many things. I paid a full Business class fare, did not receive any part of the onboard meal service and they expect an email to be sufficient. Avoid BA if you have any other option no wadays, they are the worst in Europe.',


✓ Trip Verified | I arrived at the airport about 2.5 hours before takeoff to have more than about time to get checked in, go through security, etc. All that went without any issues. Being that I was relatively early at the gate, I was one of the first passengers there. After some time boarding had opened. First the business class got called up, then families with children and disabled people. A couple minutes into the boarding they started to call up people, one by one, by name. Then there was an announcement: they won't let anyone in anymore. Me and about fifty other people were still standing at the gate not being let in. The reason, they said, was that the plane was short staffed (Later I discovered, speaking to a manager, that not only the flight was short staffed but also it was overbooked). After the announcement people were getting angry because they wouldn't be let in anymore. Nothing changed and everyone was sent away. I had a connecting flight later that day that I was going to miss because I was not let on the plane. First I tried to get my luggage back which I didn't receive immediately but got a hold of later on thanks to the airport personnel. Then, just like everyone who was going to fly with the same plane, I wanted to talk to someone from British Airways. Since they don't have a service center at Frankfurt Airport everyone went to the check-in counters where we received food vouchers but not a single person was either able to rebook my or anyone's flight nor get anyone refunded. All the staff said was that we were going to receive an email in a couple hours with options to rebook the flight or get a refund. I waited four hours for the email at the airport that did not come until today. Trying to call the airline did not help either because they did not answer the phone or hung up in the middle of the conversation. After the four hours of waiting for the email me and some other people from the same flight went back to the check-in counter to get a confirmation from them that I will receive a refund. Being that there was a new shift the personell did not know what had happened. When they scanned my passport and looked at the flight they found out that the system was dying that it was my fault I could not attend the flight. It looked like I had missed it. For everyone standing there wit

h me it was exactly the same. But the people at the counter said they could not do anything about it. Later on we were able to speak to the manager after many phone calls he said they were going to take care of it. We are supposed to get an email at some point in the future. I was not able to get a written confirmation that I will get refunded even after several times asking for it. I already flew a lot of times in my life but never ever has such a thing happened to me. Not only that me and so many other people were not let into the plane but also the customer service being so horrible that they were not able to rebook or confirm a refund in any way. In the end the only option for me to get to my destination would have been to book a last minute flight for a lot of money which I would not know if I ever got it backed.',

' Trip Verified | Filthy plane, cabin staff ok, appalling customer service staff who couldn't care less when dealing with a complaint. Paid extra for club Europe/business class. Food was poor, they gave you wipes to clean your seat area yourself and we were split up so they could accommodate families. Not really what you expect when you pay for the extra service. Will be cancelling our other bookings we have with BA, even if that means we lose our deposit.',


' Trip Verified | \xa0 \xa0Chaos at Terminal 5 with BA cancellations and delays, and staff give different reasons depending on who you ask. 9 out 10 answers were lies. Sadly, BA airport standards at T5 are worse than ever, and we are long past being able to use Covid as an excuse. As a short haul club Europe trip, I expect very little from BA any more, and they barely even provide that, with cutbacks during Covid that are now permanent. If you can find an alternative carrier on the same route, choose them rather than BA. Sadly, on my route BA have a monopoly.\xa0',

" Trip Verified | \xa0\xa0As always when I fly BA it was a total shambles. I was booked Manchester - London - Madrid , BA first leg and Iberia 2nd, I try wherever possible to avoid BA, however the Manchester - London was late, however I ran for my IB flight and got to B gates just as boarding started, being Group 1 I went to board and the gate sounded an alarm, BA had removed me from the IB flight to a BA flight 3 hours later! As BA had reissued the ticket IB could not put me back on the flight, so 3 hours wasted because of BA's total incompetence. This airline is a total disgrace, the crew were not nice, typical BA crew oh im so fabulous I don't need to be nice to paying passengers, club europe cramped and terrible food! ",


' Trip Verified | First time using BA business class but we were pleased with the service received. No one was waiting at check in/bag drop and through security in 2 minutes. We


used the lounge in the b gates area which we found quiet with plenty of food and drink on offer. Boarding was quick and the cabin was on a 1x2x1 layout with 12 seats although there was a larger b/c cabin behind that had about 30 seats. Again food and drinks were plenty full and good quality. Service from the cabin crew was excellent and the cabin manager (Lauren) even made up a birthday card when she found out it was my wife's special birthday. Departed early and arrived at JFK early as well. The only thing that I disliked was paying £117 each to select our seats and no free wi-fi.',


'Not Verified | Extremely rude ground service. We were non-rev flying and London was our connection/layover. Gate agent was extremely rude and forced me to check my carry on suitcase with the explanation that it was "oversized." However, when I put it in the sizer, it fit perfectly without force. The plane was not fully booked and had lots of room overhead. The gate agent was insistent and rushed us with no regard for the fact that we would have to redo security in order to get our bags again, as we were switching airlines and needed to carry them on due to our non-rev status. The flight itself was good, attendants were polite and helpful. No complains there. Just extremely unhappy with the gate agent service. I understand that it is not a pleasant job and frankly I would not be overjoyed to work there either but that does not explain why we had to be inconvenienced with no fair explanation or attention.',

" Trip Verified | My son and I flew to Geneva last Sunday for a skiing holiday in Les Arc. The flight was cancelled moments prior to boarding and we were transferred to a flight departing three and a half hours later, that then got delayed by a further three hours. They didn't load any food onto the plane and forgot to load the baggage for all the business class passengers who had been on the earlier flight. Problems happen, it's a complex operation. What is totally unacceptable is the service one receives when there is a problem. The offshore call centres are unhelpful and obstructive, wanting to fob off issues by getting the customer to call special help lines that merely refer one to a webpage and then cut off. The web pages are often unable to give information as they are not updated and often refuse to update your inputs 'at this time. please try again later'. There is no access to people that are willing to help, empowered to help, or actually move a situation forwards in any way. We've been sitting in a hotel waiting for the bag to arrive for two and a half days, unable to ski due to our entire wardrobes being in the cases. The outdated luggage 'tracking system', had the suitcase in Geneva 2 days ago, where it sat with no-one willing to step up and get it delivered. What an incredibly hea

rtless and incompetent company. ",

' Trip Verified | For the price paid (bought during a sale) it was a decent experience although the club class (business class) seats offer no more legroom than economy class (using short-haul fleet on a 4 hour flight). Fast track through security was not honoured. The lounge at Istanbul airport was over-crowded as it is also open to the public who can pay for usage, causing a long queue for entry, which was badly organised. Boarding was smooth, cabin crew were friendly but their service was hit-and-miss. Eg. Some people got a "welcome" and some didn't; Half of the cabin was automatically offered coffee after dinner but not the other half. However, drinks were replenished generously and regularly and the meal was good (with a choice of three mains from the menu).',

" Trip Verified | Flight left on time and arrived over half an hour earlier than scheduled (thanks to strong tail winds). The flight was full but no catering had been loaded for economy passenger at Heathrow so for 3 and a half hours we only had a small bottle of water and a small packet of corn snacks. Nothing at all available to even buy to eat! Worse than a low-cost carrier experience in this sense. One of the light panels overhead the seats towards the back of the plane was broken and loose and just hanging above the unfortunate passenger's head for the whole flight (poor maintenance of cabin). I would choose another airline on this route in the future, as one of their competitors offers full meal service on this route even in the economy cabin.",

' Trip Verified | Very Poor Business class product, BA is not even close to the other airline leaders. Which ever way they sell the seat on a 777 it is a 2-4-2 layout. The cabin feels and is very cramped. The food in business class is economy quality just served in a china dish! However, the price of course is at premier levels. The only positive of the whole flight and return were the cabin crew who were fantastic. I felt genuinely sorry for them having to try and flog such a poor product. Would I fly BA business again? only if there were no other options and I had no choice.',


'Not Verified | This review is for LHR-SYD-LHR. BA015 and BA016. Business class had a 1-2-1 configuration on 777 giving space, privacy and easy aisle access. Seat reclines into comfortable flat bed. Good quality pillow and duvet. Privacy with sliding door. Good storage space around the seat and charging point. Flights on time - no delays. Gluten free meals were very poor in quality and presentation. Warm processed meat between two bland slices of GF bread apparently is a business class breakfast. On two sectors the main course (no choice offered) was bland fish which was served in a single small tray covered with foil - in business class? Condensation


had formed as the dish was reheated (probably from chilled) so the offering was sitting in a weak watery liquid. One crew member appeared genuinely apologetic as they meekly served one meal. Do BA also serve the same GF offering in economy, economy plus and first on a long haul flight? My advice if GF - take your own food or dine in the lounge if you are in the care of BA for 24 hours. My travelling companion had very good regular meals, or so they told me, with a choice of main course on the same flights. Crew gave the impression that they were doing a job covering the basics and rather than welcoming and engaging. Usual hospitality industry waffle about service but little of substance delivered.',

✓ Trip Verified | Absolutely pathetic business class product. BA is not even remotely competitive with other International airlines in the business class market. With old outdated 8 across seating - no, I did not make a typing mistake - you either have to climb across someone or someone has to climb across you to gain aisle access. The crew must also hate this layout since they have to reach through little window openings to provide service to passengers in the 2 center seats. BA, like most other European-based airlines does not have a factual Intra-European business class product even though they promote & sell business class. Intra-Europe flights feature the same 3+3 seating throughout the aircraft & the only difference being the middle seat is left empty in "business class" & passengers get a meal & drinks, but this does not justify the higher cost. BA's Trans-Atlantic business class product is only slightly better because of the "narrow" 8 across seating. The biggest surprise on both the LIS/LHR & LHR/IAH flights was that BA has, in fact, substantially improved their food quality. Shocking! Unfortunately, it is served in the WORST business class configurations of ANY International airline I have flown. The entertainment system & small screens - my laptop screen is twice the size - is like an airline offering 2 decades ago. The flight crew was "pleasant & perfunctory" which is about the best one can expect from a BA crew. BA will simply never match the quality of carriers like Singapore, Emirates, Qatar, Etihad, EVA, ANA, Japan, Air New Zealand, Qantas or many others. BA can compete with US-based airlines like Delta, American & United, which are also not even in the same Universe in terms of a high-quality business class product. One of the biggest slaps in the face is that BA expects business class passengers to pay to select seats, even though they have paid thousands of dollars to fly business class. Several hundred US dollars for Trans-Atlantic flights. Only if you wait until 24 hours before flight time are you allowed to select a seat at no cost. Certainly another BA Management decision that was made without a function

ioning brain.',

'Not Verified | Overall not bad. Staff look tired and overworked, trying their best. Weird seats, I was in 21G going, and 21D going home. The buttons to press for the seat recline are so stiff I had to get help on both flights to get them to work. There is another button, also very stiff, to bring the "leg rest" out. This is an awkward thing which doesn't come up far enough to be of any use at all for your legs, but just obstructs your feet really. Again, I had to get help to activate the very stiff buttons. At one point, the lady next to me was pressing the buttons for me while I tried to recline, sit up, or put the "leg rest" back. We gave up and called the flight attendant, who also had trouble. BA: please give this some maintenance! Food: only one out of three menu choices available by the time it got to me in Premium Ec. It was pasta and was not too bad. A Christmas Turkey Dinner was offered, but why not load more if it is so popular that it is not available 10 minutes into the meal service? "Breakfast" was an unidentified soggy pastry thing in a cardboard tube. It was disgusting, same offered on return journey. A cold pastry and fruit would be so much nicer. The tea and coffee was hot at least. Overall, I would say Air Canada provides a much superior Premium Ec service than BA. I won't choose BA again.',

' Trip Verified | This was our first flight with British Airways in over 13 years and as usual I couldn't fault them. As we were connecting, we had little interaction with ground staff - staff in the lounge were friendly and helpful. Cabin crew on the flight were great - very welcoming and friendly. Our meals were delicious & no shortage of drinks being offered. The seats were economy seats with the middle row blocked off and some recline. We arrived into Stockholm a little early through a snow shower which was a nice welcome back to Stockholm. Bags (checked in at JFK) were delivered safely with in 20 mins of arriving.',

' Trip Verified | I recently encountered a highly disappointing experience with British Airways, specifically regarding their customer service. After my initial flight leg was canceled, I was rebooked with a connection at London Heathrow reduced to a mere 1 hour and 30 minutes. Realizing the impracticality of this, I promptly contacted British Airways with in 10 minutes to request a more reasonable layover of 3-4 hours. Shockingly, the customer support representative flatly refused, citing an inability to change my flight. Despite explaining the logistical challenges of a short layover and a terminal change requiring additional security procedures, I received no assistance. To add to the frustration, the representative inaccurately noted on my account that I was presen

ted with multiple options during our conversation. Moreover, the use of military time format and the lack of initial options provided only exacerbated the communication issues. Both phone and email support proved equally incompetent, and I was informed that customer service is outsourced to India, allegedly contributing to the subpar service. This experience has left me not only struggling to rebook my flight but also with a strong resolve to avoid British Airways in the future. The lack of assistance, blame-shifting, and overall incompetence in customer service make it my worst experience yet. I strongly advise others to steer clear of British Airways and their appalling customer service.',

"Not Verified | Beware! BA don't provide any refund due to a very serious medical reason. My father was diagnosed with a severe heart defect a couple of weeks before his flight date and BA refused to give any refund as this was not a good enough reason!! We sent them a medical note from his doctor saying he is unfit to travel due to potential heart failure and needs to have heart surgery as soon as possible, and the operator totally dismissed it. They said only thing they can do is change the travel date within a year. Heart surgery recovery takes months and it's highly unlikely that he will be able to travel within the year, meaning he would lose his ticket and money! They said they can't do anything to help, not even change the name on the ticket so someone else can use the tickets! The most ridiculous thing I've heard!",

✓ Trip Verified | Check in was chaotic and badly organised. Even though there were two desks, one for premium and one economy, there ended up being just one queue, in front of the premium check in, even though most passengers in it were economy. That meant that those travelling in club or with higher status had no separate queue to join. Whilst I was waiting in line another passenger went up to query and we ended up forming a new line in front of the economy check in desk for premium passengers, unnecessarily badly organised, the staff in charge should be retrained! Security at the airport was very quick and through to the lounge. This is a generic airport lounge for all airlines, and it is actually quite good overall. Nice layout and seating options, reasonable food and drink options, and an outdoor terrace which is really nice. Boarding was very well organised, although quite slow to get everyone on board.. but the flight was probably only half full and we still departed early so I think they felt no rush.. and it actually made the boarding experience nicer and more relaxed. On board the club Europe seats are fine by European business standards, although as previously commented are really not very good overall.. the meal service was disappointing. As is normal, BA do not stock enough of the proper

meal option .. when the options are so limited and varied in quality BA really should stock enough for everyone to have the good meal. Sadly they had run out by the time they got to me so I had the option of vegetarian sausage or a salad. I wanted a hot meal so went for the sausage and I can honestly say it was one of the most disgusting onboard meals I've ever had in any cabin class, rolling some mush (similar consistency to mashed potato) into a sausage shape does not make it a sausage! BA you need to improve the meal options, make the vegetarian meal something you specifically have to request in advance and offer all passengers a choice of two decent meals .. then people will not be left with such a substandard alternative when their first choice runs out! Whilst I hadn't planned on using it, the on board WiFi was not functioning so was not available to use. Overall though the flight was fairly comfortable and the cabin crew were very friendly and efficient. I used avios to pay for the flight so it was obviously good value for money for me!'

'Not Verified | All 4 of our flights were fine in terms of comfort, punctuality and service. I feel safe with BA and that is my main reason for booking with them even though I could travel with other airlines more directly. On our return flight ATL/LHR we skipped the evening meal preferring to sleep and were looking forward to a hearty breakfast prior to arrival at LHR. Sadly we were seriously disappointed. To serve a chicken sausage in a wrap for a business class breakfast is just unacceptable. Does BA actually pay experts to design these breakfasts? Low point on an otherwise good trip.'

'Not Verified | I had hoped this would be a good review but unfortunately it won't be. I flew business class from LHR to PDX on the BA nonstop. It was a 787-8 series aircraft. The flight attendant specifically mentioned it was eight years old as he recalled flying it when it was brand new. The business class seats were abysmal. My seat was at the window facing backwards. With the divider down, which had to be in that position for boarding, taxi, takeoff and landing, I was literally just a few feet away from the person in the aisle seat who was facing forward. We both couldn't help but stare at one another. It couldn't be avoided. It was horrible. The service wasn't all that good either. The flight attendant did a pre-dinner drink. When she came back to ask for my choice for dinner, she said none of my selection were left. I was a little upset as nothing else appealed to me. She then came back later, and said the other part of the aircraft had more of the meal selection I wanted. I'm not sure why they didn't coordinate that to begin with. I was NOT offered any wine or other drink with dinner. The meal was put down in front of me and the flight attendant never came back other than to

clear the tray. Overall, this flight was not very good. I flew over on American and back on BA and paid \$6000 round-trip. I'd fly American again. My preferred carrier is United or Lufthansa. I'll never fly BA again.',

✔ Trip Verified | I was going to fly to Frankfurt from Glasgow over London but the flight from London to Frankfurt was cancelled. This meant I had to stay overnight in London where I have no accommodation etc. As I was rebooked to a flight from London City airport which was more than 2h by train I had to get an uber and then take a hotel for £250 in total (London prices). I was reassured over the phone that I would get all the money back. My flight from London city airport was then cancelled again and rebooked to London Heathrow but two days later. I then cancelled that flight and rebooked a new one with Lufthansa as I urgently had to get to work and needed the money. I never received the money back for the hotel, compensation for cancelled flight 1, compensation for cancelled flight 2, the extra food I had to pay for, the uber, or the actual cost of the flight. I was first transferred 3€ by British Airways. They stopped replying to me and told me the issue was "weather conditions" although other non-BA flights were going. I lost over £700 in total and never got compensated for the loss of a work day either. It just really feels like they don't care about people. Worst service/airline ever.',


✔ Trip Verified | Much better experience this time around. Flew CPT to LHR on a new A350. Checkin was efficient. I used the Bidvest lounge at CPT as it is better than BA's lounge. Boarding was speedy. The new business class club suites are very good. Slightly irritating to be directed to the wrong seat (1A instead of 1K) which meant that after settling in the passenger in 1A showed up. We arranged a seat switch. Second time in a row it has happened. Why can't BA staff memorise which side of the plane is which and get it right? Captain's announcement was short and on point. Welcome drink was served at the correct temperature i.e. cold (first time ever for me - previously BA has always served the welcome champagne warm). IFE system was good - everything worked as it should. Felt slightly cheap that business class passengers have to pay for wifi. I did not bother. Cocktail was good. The nuts came on a cheap plastic tray which was naff ... other airlines bring out something classier. A female flight attendant came to take my order and I asked for Rooibas panacotta and the chicken breast. She repeated back to me "so you want a P and a C". It was such a bizarre thing to say that I misheard. I thought she said "so you want beef and sea"? Confusion reigned until she explained to me she had a checklist of passenger orders and they abbreviate to first letters so she


was saying "P" for panacotta and "C" for chicken. But how bizarre to repeat back an order to a passenger in code. Why not just say, "so to confirm panacotta to start and chicken as your main dish", like every other restaurant / airline does in the world? The internal coding of food ordering is exactly that - internal. She even looked irritated at me that I did not understand her jargon first time. The food, when it came, was excellent. Much much better than recent flights. I read somewhere that BA changed caterer. If so, it shows. The panacotta was superb as was the chicken ... good restaurant quality. The wine was OK to good but definitely not good to excellent. I feel that while the food has got better in BA business class, the wines have got worse. Certainly compared to Air France which I have also flown recently. The wine was brought out on time (not after I finished eating as it was last time I flew BA business). Cheese was also good and not teeth crackingly cold as last time. I had a good night's sleep. Plenty of snacks out if you wanted them (and they did not run out). Breakfast was excellent and the coffee was hot (previously it has been lukewarm). So all in all a vastly improved service offering. The staff seemed rushed off their feet ... it would not hurt to have an extra flight attendant to look after so many business class seats. Overall summary: vastly improved passenger proposition. It would be 10/10 but I deduct a point for showing me to the wrong seat and another point for the bizarre interaction with the female flight attendant who repeated my food order back to me using internal jargon codes.',

✓ Trip Verified | Once again a terrible business class experience with BA. The flight was delayed by 4.5 hours, The plane was very old with problems with at least 4 of the seats in business class not cleaned properly prior to departure. Food was terrible as always with BA and only one choice available from advertised menu. As a result of the delay we missed our connecting flight from Heathrow and instead of putting us on the next connection they chose the second last flight of the day - which was also delayed by over an hour meaning we had an additional 4 hour delay whilst at Heathrow. At no point were we advised about our compensation rights (despite asking at check in and connections) or provided any vouchers during the delays. Having flown Etihad, Qatar and Virgin business class equivalents over the last year it is clear to see how big the gulf now is between BA and its rivals. ',


✓ Trip Verified | BA A380's are showing their age, hopefully they will update the interiors soon because it was a let down especially when the flight lasts 11 hours. Cabin crew were good and helpful. Dinner was ok but the breakfast was grim. On board entertainment was not the latest and seat back


USB points didn't work. The only upside of BA is that it is only 1 of 2 airlines who fly this route directly and their pricing reflects this, if you're prepared to lay over then there are better airlines out there.",


' Trip Verified | \xa0 \xa0Credit to BA - Flew to Singapore recently and also back from Doha to London and both experiences were great. Service was fantastic as was the quality of the food, entertainment and was left feeling BA have got it together after a few previous below average experiences. You definitely notice the difference with the staff on BA - Far more approachable and outgoing compared to the cold and corporate middle eastern airline crews. Nice one BA for 2 great flights.'


' Trip Verified | \xa0 \xa0The check in area for premium classes at Gatwick is very nice, and there was no queue when I arrived so I was able to drop my bag very quickly. Premium security at Gatwick is fine. The flight was delayed due to NATS issues, but the member of staff on arriving at the lounge let me know of this. The lounge is nice and it's very comfortable. There was an excellent range of food and drinks. All the drinks you would expect. Food wise there were sandwiches, soup, pasta, salads, fruit, Spanish stew, as well as turkey and ham pies with mashed potato, roasted parsnips and carrots and gravy. It was all really good and particularly nice to see so many options. Boarding was pretty slow, although the gate crew did a good job to keep it well organised and allow priority passengers to board first. As has been well documented the onboard experience in terms of seat on BA Europe business is pretty poor, but in line with other European carriers sadly. That being said, the seat is well padded and comfortable and the adjustable headrest is quite good. The onboard catering was of excellent quality. I was lucky to get my preferred option of the roast turkey, but several people sat near me weren't as lucky. I do understand that meal options may run out but when the meal options are roast turkey with all the trimmings, vegetarian cottage pie or a chicken salad you really should be stocking enough for every passenger to get the proper meal. Or failing that, allow an order in advance service where you then only stock the meals that people want to eat. Whilst I fully support the desire to minimise waste, both food and cost, people really should really be able to get the ideal meal option. Unfortunately one of the people affected reacted very badly to this and took it out on the cabin crew which is unacceptable.. they also lost a bit of perspective about just how serious a situation it actually was! The cabin crew were very nice, friendly and professional, if a little slow.. but not to the point of detracting from the positive experience I had. The ground service at

Gran Canaria was pretty poor, priority bags clearly meant no thing. 95% of bags coming out were not priority, mine came o ut about halfway through bag delivery and demonstrates poor delivery of service and not fulfilling on the service they promise to their customers. Overall though it was a very nic e flight, and having paid for it using avios and £1 I cannot complain at all.',

' Trip Verified | The flight took off a little late due to Heathrow congestion but still landed on schedule. Boardin g was smooth and the onboard service was efficient. A small snack was served for free with a bottle of water; additional items were available for purchase. The cabin and toilets wer e very clean. Overall an unremarkable flight but in a good w ay! ',

' Trip Verified | BA is great in the air! But... they sel l you connections thru London Heathrow Terminal 5 (their pri vate, BA-only terminal) which you are practically not able t o make. 90 minutes stopover time, European flight inbound, t ransatlantic flight outbound, you arrive at the terminal gat e ON TIME and... book, security! Endless line, slow process. Your boarding starts and you are nowhere near the X ray, and then.... it is a train ride withing the same terminal (but d ifferent, distant buildings). Almost impossible to make. Lot s of stress.',

" Trip Verified | I had broken my leg 2 days before our return flight from Lisbon to London. I called to get some as sistance from British Airways, hoping for wheelchair assista nce, an easier seat to get to, or possibly an upgrade so tha t I could stretch out my broken leg, which was in a cast. Th is airline failed on all fronts. Quoted us a price of €6,000 each (I was traveling with my husband), which we could not d o. Almost didn't let me on the plane, trying to interpret my medical report. They did not attempt to change our seats, wh ich were near the back. The single concession they made was to allow me to board 1st, but did not offer a wheelchair, so I had to swing myself down the aisle to my seat using the ar m rests of all 21 rows before my seat, as the aisles are not wide enough for crutches. Might I add, I am nearly 70. Had t o exit same way. No wheelchair waiting for me at Heathrow, h ad to hop onto bus with crutches to change terminals and nea rly took a tumble doing so. Took so long to get a wheelchair that they had to hold my connecting flight (on another airli ne) for me and we were last to board. That flight had allowe d us to upgrade to business class, for a reasonable price, a nd took great care of me.",

' Trip Verified | Check in at MIA straightforward. BA use American flagship lounge near gate D30 which is excellent. F light delayed but only by 1 hours. Boarding chaotic. On boar

d staff were fine. Seat was fine too but product ageing. Post take off service prompt. Slept for 6 hours. I noticed that in club world BA have ditched rose champagne which is a shame. Pre arrival breakfast was ok. Slow to deplane. Luggage of f ok.',

✓ Trip Verified | Never I saw such a terrible customer experience. The plane landed already 30 minutes late: despite any operational delays, the boarding took over 1 hour because the crew did not know where to place the luggages. After this long 1 hour boarding process, the captain did not apologise. This is extremely frustrating when this occurs on a night flight, forcing passengers to lose train connections to home.',

✓ Trip Verified | Having not flown with BA for a few years, I read some of the reviews in preparation, needless to say I boarded this flight with low expectations. I was pleasantly surprised as the flight was ok. We left LHR a few minutes early and arrived at JNB ahead of schedule. Cabin crew, although not as good as some carriers were attentive and professional. Onboard catering was a disappointment as if you were unlucky to miss out on the chicken you were given a very sloppy pasta. On board entertainment has never been BA's strong point and sadly that hasn't changed. Unfortunately BA is not the prestigious carrier it once was but its not as bad (from my experience) as some reviews suggest.",

✓ Trip Verified | Dear Community I feel compelled to share the utter frustration and disappointment that defined my recent travel experience with British Airways. Buckle up, folks; this one's a rollercoaster. On July 16 and 17, 2023, I had the displeasure of flying with British Airways on BA709 and BA7, and let me tell you, it was a nightmare. The initial flight from Zurich (ZRH) to London (LHR) on BA709 faced a seemingly unavoidable one-hour delay upon arrival at LHR. This, of course, resulted in me missing my connection to Tokyo, triggering an automatic rescheduling of my flight to Tokyo (HND) via Beijing with Air China. Oh, but the fun didn't stop there – flight CA183 was also delayed, turning my 16-hour delay into a grand total of 23 hours, finally arriving in Tokyo at 23:00 instead of the promised 7:10. And the cherry on top? My four checked-in suitcases decided to take a detour and didn't join me in Tokyo, forcing me to waste an additional two hours filling out forms at the baggage center. I finally got my lost luggage back on July 23, because why make it easy, right? But wait, there's more! My return flight from Tokyo to Zurich (BA8) on August 8 also danced to the delay tune, making me question if punctuality is just a myth for British Airways. The cumulative impact of these delays torpedoed my vacation plans, stealing a whole day of scheduled activities.

s, including a guided Tokyo tour. As if that weren't enough, I had to dig deeper into my pockets for unforeseen expenses—extra airport transfers, tour operator assistance fees, emergency purchases, airport meals, and international calls for rearrangements. The lack of assistance at LHR airport was the icing on this bitter cake. Installing the BA app just to get basic information about alternative connection flights was a hassle, and the fact that no BA clerk could provide this info in person was downright infuriating. British Airways, you've left me with a sour taste in my mouth and a dent in my wallet. Here's hoping you take this feedback seriously and step up your game because right now, it's not a good look. Frustrated and fed up, Bert",


✓ Trip Verified | Quick bag drop at First Wing but too many passengers so had to use fast track security in main terminal. Direct entry to Concorde room outside security south. Ate excellent breakfast which was served promptly. Concorde room is a nice place to wait for a flight there is some interesting memorabilia and an excellent bar. Boarding from gates was disorganised and slow. On board cabin crew excellent. Good choice of beverages and these were of high quality. Food was good. Seat comfortable. No first bedding provided. On time arrival into Miami. Baggage took 1 hour to arrive',

✓ Trip Verified | 4 Hours before takeoff we received a Mail stating a cryptic message that there are disruptions to be expected as there is a limit on how many planes can leave at the same time. So did the capacity of the Heathrow Airport really hit British Airways by surprise, 4h before departure? Anyhow – we took the one hour delay so what – but then we have been forced to check in our Hand luggage. I travel only with hand luggage to avoid waiting for the ultra slow processing of the checked in luggage. Overall 2h later at home than planned, with really no reason, just due to incompetent people. Service level far worse than Ryanair and triple the price. Really never again. Thanks for nothing.',

✓ Trip Verified | I recently had a delay on British Airways from BRU to LHR that was due to staff shortages. They announced that there was a 2 hour holding delay but they would board us immediately in hopes of clearing the gate and leaving early. We had to wait the full 2 hours inside the airplane. The plane was old, dirty, had no power at the seats. The staff provided a small bag of pretzels and 250ml of water to the passengers for 2 hour delay and 2 hour flight. There were no options to purchase food or drink. There were no entertainment options available. I am a OneWorld emerald elite member but they do not upgrade members based on status. First class lounges at Heathrow are overcrowded, understaffed and poorly equipped. The help desk is completely unhelpful when a

n error arises with delays and cancellations - even when having the top status. The Avios points system has been devalued to near worthlessness and requires fees to book reward that nearly equal the price of the revenue ticket. British has lost its way in recent years and has moved from a world-class airline to a budget airline with much worse service and timeliness than Ryanair or EasyJet.',


'Not Verified | Boarded on time, but it took ages to get to the runway due to congestion. Flight was smooth and quick. Snack and drinks were good for a short flight. Landed only about ten minutes late. One bag of three left in London, forms quickly filled in, and the bag was delivered the next morning.',


" Trip Verified | 5 days before the flight, we were advised by BA that it had been cancelled and asked us to rebook. There were flights 1 hour before and 1 hour after our original flight but they made us take one 3 hours earlier. Our original ticket (and the return flight a week later) included a checked bag. When we arrive at Heathrow to check in we are told our ticket doesn't include a bag and we will have to pay 75 pounds each to take them. We explained that the original ticket had the bags and when they checked the system they confirmed that it did- but not this one! They would make no effort to sort it out and just told us to pay up or they would remove us from the flight. So we had no choice but to pay up, thinking it should be pretty easy to get a refund. 15 months and 10 emails later we have still not seen a penny. Every time I ask where my refund is and state how long we have been waiting I get an inane email saying some departments take longer than others to respond! Absolutely hopeless airline to stuff up the booking in the first place and even worse customer service to not even attempt to solve the problem at check in even when they could see the mistake THEY had made in their system, compounded by being unable to investigate a very simple claim, and refund me 150 pounds in 15 months.",

'Not Verified | \r\nWe traveled to Lisbon for our dream vacation, a cruise to Portugal and Spain. Our friends did not EVER get their luggage. It was a two week cruise. Two weeks without a change of clothes or her CPAP machine. Contacting customer service was a nightmare. We never talked to a real person. Very little effort was put into getting them their bags. In one port we were on the ship and the bags were at the airport. The airlines did not deliver the bags nor did they tell our friends that they needed to go get them. The airline couldn't be bothered to take the bags from the airport to the ship. BA says it is their policy to get you your bags within 72 hours. That is a joke! It's been over two weeks and

d they still don't have them. They are back home in the US and last they heard the bags were in Lisbon! If you have a choice, do not fly British Airways. Customer Service is nonexistent!'


' Trip Verified | Booked a flight from Bucharest to Manchester with a 2h 45' layover at Heathrow. Flight was delayed from Bucharest because of ATC strike. Arrived at Heathrow 40 minutes later than scheduled and still had enough time to catch my connecting flight. Unfortunately we were stranded in the plane and waited a very long time to disembark the plane due to lack of staff or slot shortage (it's a common problem with BA at Heathrow). I missed my connecting flight because of their delays and they told me I had to wait all night in a freezing airport for the first flight the next day. There was just a shameful 10€ food voucher which is a joke considering the ridiculous prices at LHR. No accommodation offered and had to sleep in a very cold airport. I asked for compensation and they sent me a long text with the same lame excuses that they are sorry, but they will not compensate anything. I can't imagine a worst airline than BA regarding customer care. It is not about money here but rather than the way they treat customers. It is the last time in my lifetime that I will be flying this joke of an airline.'

" Trip Verified | Booked online months ago and the only hitch was replacement aircraft meaning chosen seats were different. I was informed of this prior to departure so could amend. Bag drop at MAN T3 wasn't smooth but I suspect that was MAN fault. Shuttle boarding was slow and delayed meaning a rush at LHR T5. The flight to CPT was full but we left more or less on time. The cabin was clean and PE was what we expected, sufficient leg and arm room plus a few little perks with drinks. Only complaint is the seats actually recline too far. Staff were very good during the first few hours of service, especially George. Food was quite tasty but one option wasn't loaded. Breakfast was also quite tasty and we landed on time. The fly in the ointment is both our cases arrived late on the carousel and only later did we notice both had been broken into, likely at CPT. All in all a pleasant surprise."


' Trip Verified | The flight was on time. The crew were polite. It was the same story on my outward flight. I find that BA in Europe is generally pretty good, though I regret that they have substituted Prosecco for Champagne on the list of drinks you can buy in economy! So many complaints about BA and other airlines revolve around lost luggage that I never check in bags, even for long trips.'

'Not Verified | Angry, disappointed, and unsatisfied. My route was from London to Atlanta. My suitcase was not boarded

d, therefore not landed with me. For both comfort and safety reason, a bag always fly with its passenger and that did not happen. Claims and few phone calls were made by desk assistants who answered my questions unprofessionally and miserably. Certainly, I was left with nothing but my backpack which contained not more than few snacks. Neither clothes nor anything else was ever provided as an apology. Meanwhile, I was also told that my bag would have been delivered through the next 24 hours which also did not happen. British Airways is a great airline to fly with but its organization, when it comes to customer service, is poor and uncertain. Still waiting for my bag.',

' Trip Verified | As an infrequent flyer, British Airways was always my first choice. With some reassurance and comfort of service, quality, luggage allowance etc. In fact I've never flown with the budget airlines. My most recent flight has now changed my view and causes me to reflect on what am I actually getting for my money and is BA what they once were. While the flights were around an hour delayed both ways, the cabin and ground staff service were ok. It is the facilities (or lack of) that I am most disappointed by. The flight was Approx 4 and a half hours and the only thing offered was a half cup of water that was poured out and a bite sized banana slice of cake. In fact on my return journey I wasn't even offered the water! To top it off BA no longer have a media screen from which you can select something to pass the time away. There wasn't even the obligatory flight journey. The WiFi was poor. I couldn't even access the shop. However, for a fee so much more was available. This explains BAs record profit of £1.52bn. So, the question is, what am I paying for? I will now for sure opt for the budget airlines. They are transparent with what they offer and what you have to pay for, which I can decide to choose or not. As BA now stands for Basic Airways I'll go elsewhere and get basic for cheaper.',

'Not Verified | A totally unremarkable flight, on time, as comfortable as European configuration goes. No catering due to the storm - effect greatly exaggerated. This was advised by email, and a euro 15 was provided - not easy to use - but lounge made up for this loss.',

" Trip Verified | 1. Ground crew in Heathrow left 60 passengers luggage. We had 3 bags. 2. The Heathrow ground crew left 1 of ours behind after the 1st two were received the next day. 3. The Heathrow ground crew lost our 3rd bag 4 times and we were on the phone with them for over 3 hrs over the course of the week! 4. Due to this, we had to spend \$500 on health and beauty items for my wife on our cruise. 5. British Airways said they MIGHT reimburse after 3 months. 6. We had to spend \$100 in cab fare to Barcelona because the Barcelona

ground crew (Iberia) claimed they had delivered it to us. 7. Heathrow ground crew made us 15 minutes late arriving back into Heathrow after our cruise. We actually landed 10 minutes early, but those incompetent people still were not ready for us. 8. The Heathrow ground crew caused us to leave 45 minutes late even though ALL passengers were boarded and ready 15 minutes before the departure time. This will probably mean we will miss our connection in Anchorage. BA clearly does not care or know how to operate a ground base...shameful. BA is a joke and should be embarrassed they can't operate like a normal airline. They do not grasp the concept that even a small hiccup can cause mass ripples of chaos to other people.",

✓ Trip Verified | London Heathrow to Gibraltar on 24th October 2023. I shall start by reference to the booking process. I used the BA website to reserve the seat and food the website to be easy to use and clear in every aspect. The flight was due to depart from terminal 3 but the passengers were bussed for a good 15 minutes to a different part of the airport where the aircraft was on a stand. When boarding the flight the cabin-crew kept a very low profile and this was maintained during the entire flight. The captain made 3 brief announcements during the flight. There was no in-flight entertainment. The seats were clean and comfortable enough for a short flight. The lack of catering was overt. Other than a tiny bottle of water and an inedible "breakfast bar" one had to use an online system to order even a drink and of course pay for it too. The passengers next to me could not use the online system as it does not seem to work and the cabin refused to sell them a coffee because of this fault. Moreover, the USB charge points did not work either. Given the early hour of the flight it is a poor show that there are not even for sale items available from a trolley service. The system BA have in place is not good enough. The flight arrived on-time. The disembarkation was inefficient though and poorly managed and the crew were not to be seen. The crew were wearing the new BA uniform and it seems to reflect a downward trend of the airline. To be candid, there was any difference between this BA service and that of so-called "budget" rivals. On this route BA have a monopoly and so I did not have an option to use the services of a different company.',

✓ Trip Verified | First time flying British Airways and I would not hesitate to fly economy with them again. Flight attendants were pleasant and efficient. Excellent special meal (low sodium). Comfortable space in economy. One of my better flights.',


Not Verified | I flew London to Cairo and return in October 2023. It was basically a perfectly good pair of flights in Economy, with pleasant and professional cabin crew (especi


ally on the return journey). Being only 1.73 m tall I have no problem with legroom in the back of the plane, the seat was OK if getting a little numbing after 5 hours, and the return of a rather good included snack box and drinks was welcome. However, it must be said that the value for money was poor: with a checked bag on the return leg only, this was a nearly £700 ticket. And although I am content to pass the time by reading or sleeping, it was surprising to find no in-flight entertainment on 5-hour flights. However, overall I would still recommend BA and would do so even more enthusiastically if it was more sensibly priced.',

"Not Verified | Absolutely the worst experience ever. Flew into Heathrow, no problem. Waited for 5 hours, three extra hours, for our connection to Porto then they cancelled the flight. Scrambled for a hotel and a new flight the next day. They routed us through Madrid the next morning. That flight was 1.5 hours late so we missed our connection to Porto. Because we missed the connection (their fault), they cancelled our return flights. After two hours on the phone with customer service from the Madrid airport, they booked us a new return flight, then they made us pay \$ 1300 to fly from Madrid to Porto. Then, for no reason they cancelled our return flight again! After hours, and hours and hours with customer service, we finally got a return flight five days after our original return flight. Meanwhile, they lost my wife's luggage. We finally got it 15 DAYS after they lost it. Return flight? More problems with our reservations. At no point was British Airways helpful. They left the onus on us to fix their mistakes at every turn. They completely ruined a three week vacation and they don't care. They wouldn't even let us speak to a supervisor or manager. Awful, bordering on passenger abuse.",


"Not Verified | \xa0 \xa0 Flew back from Malta after scattering our son's ashes at his favourite spots. When we boarded the aircraft for our return flight my wife became upset. A member of the cabin crew noticed this and immediately spoke to my wife and tried to reassure her. Her name is Tracey, an exceptional crew member. I noticed she spoke to other travellers in a courteous manner and was friendly. Each time she passed my wife she asked how she was and would she like anything. This kindness made a difficult time easier for us both. Aircraft seats were comfortable and service good for a 2hrs. 45mins. flight. Thank you B.A.",

'Not Verified | Cabin luggage had to go to cargo, even when I said I carried medicines. There was no time to get them out the hand luggage. The economy seats with Virgin Atlantic, KLM and even Ryanair have more space. Luckily it was a short flight.',

' Trip Verified | I have been using BA for a while now and on average I cannot say that I am pretty satisfied. BA somehow experience cancellations and delays most of the time. Second, the in-flight service is usually weak. Food portions are small and cabin crew is not very helpful especially when it comes to drink requests. The screens in the A380s should be renewed as they are full of scratches and same size as A321s. Especially in longer flights, the entertainment system becomes more important. There is also no welcome package except for pillow and small blanket. I would expect more from BA. If you are flying from the US to anywhere except the UK, I would recommend considering other airlines. But if you are flying to/from UK directly, then BA could be one of your choices.'

" Trip Verified | I flew from Istanbul to London in Business class. For more than half of the flight a child was watching an iPad very loud with no phones plugged in - it was three rows in front of me and disrupted my flight as I could hear it above my headphones. Staff thought this was fine and refused to tell the mom to turn it down. Why is this acceptable on a flight especially in business class? Has this airline turned into a zoo? Are staff given no training in customer service? Why is a child allowed to disrupt other passengers? When I told the staff she just laughed at me. BA customer service is a disgrace. I've not even mentioned the food but it was bad, really bad."

"Not Verified | I have flown on BA several times since the airline started non-stop service between Austin, TX and London Heathrow. Every year the service gets worse. I brought a tape measure with me to see how far apart the seats are in the economy section. 25½ inches. BA has removed bathrooms in order to squeeze a few more rows of seats onto the aircraft. Thankfully I'm not a big person and was able to squeeze into my seat without being too uncomfortable. When BA first started flying out of Austin, the food was great. Now, when I arrive at Heathrow, I get real food and take it on the plane with me. I don't know where or who makes BA's food, but it is not eatable. If BA did not have a direct flight from my home town to London, I would fly with a different airline. When we checked into Heathrow, the line was extremely long and only one person was checking people in. It took nearly an hour to get to the counter. I understand airlines are making record profits and need to make up lost revenue from the pandemic, but I think BA has gone too far and has little concern for customer service in pursuit of profits."

' Trip Verified | The flight departed over an hour late due to a late inbound plane. The plane was very full, and half of the economy class passengers were forced to check in t


their larger cabin baggage at the gate when boarding, making a complete mockery of the hand luggage allowance advertised. Lots of passengers on board were stressed out about missing onwards connections due to the delays (and some did miss the train as their next gates had closed by the time we disembarked at Heathrow). Onboard service was ok but minimal - BA gave up being a full-service airline some time ago. More concerning is that trying to get hold of customer services to make changes to bookings and deal with problems was non-existent. The airline seems to make it deliberately hard for its customers to contact it.',

✔ Trip Verified | I hate British Airways! We get to London on Oct 3 and our next flight is cancelled. We stand in line with 1200 other people to get it fixed and they tell everyone to leave the airport and call them to fix. They book us the next day..via online. Don't offer vouchers for hotel, we will miss our tour. Now trying to get home from Istanbul. Plane is here but should have started loading an hour ago. No explanations. May miss next flight. Will never travel with them again. Was this same problem April 2022 flight.",

✔ Trip Verified | Our BA flight from Porto to London Heathrow T5 was operated by Finnair using a Finnair plane and crew. This had been advised by BA shortly after booking, with the option to change flights if we preferred. Although the business class cabin was of a similar layout to BA Club Europe, i.e. with the middle seat kept free, my wife and I felt the seats were more comfortable and the legroom slightly better. Service was good on board and the meal was very tasty (we chose the beef cheeks). All was good until we landed at Heathrow! Although we passed through passport control without delay, once we were at the designated baggage reclaim, we just waited and waited! After an hour and ten minutes I went to the BA baggage counter to ask what was going on. They seemed unaware of an issue, but said they would find out! Over the next hour or so various other passengers also requested information and despite various announcements and a list of different excuses it was almost 2½ hours before the bags finally arrived. Frustrating to say the least. I subsequently complained to BA, but after 4 weeks there has been no explanation just the automated message from customer services 'we are experiencing exceptionally high volumes'. This response says a lot!',


✔ Trip Verified | The customer services (call centres etc) are atrocious and sometimes callous. They just don't care. Long waits to speak to anybody, who then have no power to actually solve anything, and the calls just cut halfway without resolution anyway. If the flights are cancelled (as were my original ones) you're really left on your own and nobody


cares. The onboard services are so-so but for short haul it's now "semi-low cost" which is confusing as you never know what to expect. This time we were given a bottle of water and a (very) small snack, whilst anything else had to be paid for. And yet on some other flights apparently you have to pre-order any additional food. It's confusing, which makes it not dependable. Cabin baggage is in theory generous compared to competitors in economy but then they asked more than half the passengers on this flight to check in the cabin baggage at the gate due to lack of space in the overhead cabins, leading to long boarding delays. Their whole offering hasn't been thought through very well. The USB power supply did not work throughout the flight (contrary to the announcement that the power be available after the seatbelt sign was turned off) so it was pointless providing the sockets in the first place. Not my first choice airline on this route and am just trying to use up most of my Avios points before I totally abandon them. I fail to see how it is deemed a 4 star airline.

 Trip Verified | I am a frequent flyer with BA and have been for the last 15 years. Having noted the ratings given, frankly, I cannot understand how BA scores three stars for most aspects of its service. In a nutshell, BA has placed profit margins over passenger appreciation. This fact was hammered home on my return leg, which was not in Club Europe. Quite alarmingly, BA appears to place profit over passenger safety by extending its "Business Class" seating up to and beyond emergency exit rows and then failing to ensure those seated in exit rows have the physical capacity to actually open the door in case of an emergency. I was not at all reassured to see an elderly and slightly built woman seated with the responsibility of opening the overwing exit should the need have arisen. Short-haul business (Club Europe) is simply a joke and only useful for gaining valuable tier points for lounge/pre-boarding benefits. While cabin crew service is excellent, the lack of space and reduction in refreshment choices, etc. places them a million 'air' miles behind competing airlines, such as Qatar, Turkish or Emirates who understand the true definition of customer appreciation and hospitality. BA has consistently eroded the value of their Executive Club and seems to be of the impression that recent changes in obtaining avios points during the booking process benefit passengers - really? I want to support BA and did enjoy flying with them up to the point when they started penny pinching and became more deserving of the name "Budget Airways" The attached photos taken during my most recent itinerary highlight the difference in customer care/appreciation between British Airways and another airline used in this trip. Both flights


hts were around 4 hours in duration, on the same day. Guess which one is shows BA\'s in-flight offering!\'',


"Not Verified | Flew with BA to Punta Cana. Took the trouble to reserve seats for both outbound and inbound flights. On boarding at Gatwick, realised we had been moved to much less good seats with other people sitting in the seats we had spent a lot of money reserving. Apparently there has been a change of aircraft and a number of passengers had been automatically reallocated seats for no particular reason. The crew said there was nothing they could do (although of course they could just have swapped us with the couple using our seats). We were told to claim a refund on return home. We did this via a complaint form. As BA offered us £100 in vouchers. We didn't accept this as it was less than the cost of the seats and also naturally we wanted our money back. We eventually got it but not without a fight. Very second rate shoddy airline."',


' Trip Verified | They downgraded me from business to premium economy. They took three months to get back to me and offered me 200 pounds or 400 AUD. The difference between business class and premium economy (which I never fly) is \$3000 AUD and the difference between economy and business is \$6500 AUD. They owe me at least 1500 pounds and to be very fair 3250 pounds. The downgrade was insulting and incredibly painful as I had a recent cancer operation and have a back injury which I have pointed out to them - I need to lie down. The wait for them to get around to me has been numbing. The insult of their offer has been the slap in the face to continue my degradation. The people I have dealt with at the airport have been down to earth, honest hard working people. The actual staff on the plane were warm and friendly - and helpful. The systems under which BA operates are some sort of medieval torture.'',


' Trip Verified | The already delayed aircraft landed and apart from the small BA logo on the rear of the fuselage, there was no indication as to whom the carrier really was. Boarding turned into a farce with passenger groups being told to wait in one queue in order to board, only to be informed we were on the wrong place and our boarding wasn't allowed yet. The interior cabin was reminiscent of a BA cabin from twenty years earlier except the tight legroom and uncomfortable seating which made a budget airline feel luxurious. The crew were not BA but from an unknown charter company. Service was slow, and as usual, choices of food to purchase ran out before they'd reached row 24. I requested a cup of tea which never appeared. Thank goodness for my airport purchased water and the tiny offering of pretzels. The over officious senior flight attendant, who'd been facilitating in 'Club Eu


rope\' appeared in economy and immediately slammed down the armrests (whilst still in mid flight) making an already uncomfortable journey feel worse. "Cattle class" was definitely that! To say I was happy to land and disembark was an understatement. Never again BA, never again!'

" Trip Verified | Caught up in the Gatwick cancellation fiasco; at some point between what was smooth check in (unable to do online as part of group travel) and security, the flight was cancelled; (we were denied entry to security and departures as a result). It was at this point that we discovered BA Gatwick are not BA, but a masquerade, who are unable to help and provide very little assistance unless the 'real BA' provide information, and even though our baggage was now airside, didn't have a clue as to how we could get it back. It is, however, with thanks to a supervisor from Business Class check in, who came to our assistance and help with our predicament- baggage retrieval, information on what to claim and how, and our revised BA flight from LHR the following evening. (Difficult to give a rating for cabin service as we didn't even board the aircraft)",

" Trip Verified | BA has a real problem with boarding it's flights. Those who get on first fill the luggage bins with 2 bags, one of which is supposed to be small and under seat only. Cabin staff don't bother implementing their own rules. Subsequent passengers mill up and down the aisle, bumping into each other, searching for space. Boarding this flight took an hour as a result of this nonsense. The incoming flight was late already so our 90 minute flight was 90 minutes late.",

' Trip Verified | Our connecting flight from London to Glasgow was canceled and we were forced to wait 12 hours in the airport for a new flight. When we received our luggage at Glasgow we discovered that our luggage was soaking wet. My wife's luggage contents were wet and had to be air dried.',

' Trip Verified | The worst airline I have ever flown with. Allocated the very back row next to the toilets and galley. No chance of getting any sleep, question asked of possible seat movement ignored and getting bumped the entire time by cabin crew walking or pushing kart up and down aisle without one apology. Would have been better sitting in the luggage compartment.',


' Trip Verified | Excellent service levels, proactive crew and superb food and beverages. I found all aspects of the service to be superior to BA business class, even the new BA Club Suites. First Class felt exclusive, the dedicated crew were clearly used to working the premium cabin, enjoying their work, were proactive, friendly, very respectful and the food and beverage offering a considerable step up from bus

iness class. The seat, with sliding double doors was spacious, well designed and very comfortable. British Airways offered a solid First Class service, from Concorde Lounge to boarding (which was actually by group number for a change) to the very warm and genuine welcome on boarding. A consistent, solid, comfortable service from start to finish and if the price was right, I would not hesitate to book First Class with British Airways again.',


"Not Verified | Booked a very special holiday for me and my partner, September arrived and we were on our way to lovely South of France, Booked Business Class for us both to start the holiday right. As we were checking I was told the flight was over booked and our seats wouldn't print onto the ticket for some reason. We had already made sure the seats were booked when we had booked the flights nearly a year prior to going. Unfortunately when we arrived at the gate we were then told we would no longer be sat together and one of us would in fact have to go into economy. My girlfriend is an extremely nervous flyer and so had to take extra tablets to remain calm, She didn't have any food which we had pre booked also and she was sat right down the bottom end of the flight. We were held at the gate with another 4 or 5 couples all in the same predicament all due to the lovely money grabbing British Airways over booking the flight. They ended up refusing passengers in the end and even had people sat on the fold down chairs in the toilet area. When we eventually arrived in France late, we was waiting for our luggage to come. Our air tags stated that both our cases was in fact still in Heathrow. We then had to wait 4 days for them to eventually come in to France by this point our holiday was ruined. British Airways was absolutely shocking, we couldn't speak to anyone as all the phone numbers were no longer in use. We felt stranded in a foreign country with no clothes and no one to help us with what to do next. Every day we watched them case not moved as we were tracking with air tags. it was so frustrating not being able to plan our days in hope we would get the call to then drive all the way back to the airport 2 hours each way to collect our cases. we ended up going out and buying new clothes toiletries and all the stuff to make the best of our ruined holiday, saving all the receipts thinking we would be able to claim it all back. how wrong I was. British Airways take zero responsibility and fob me off with going through my insurance. British Airways only pay for basic essentials, Pants and toothpaste. I filed a complaint when I got back and requested my money back for business class and they haven't even had the decency to even respond. They are an absolute joke of a company and I wish they would remove British out of there name because there is nothing British about t

hem. Do not give them your money, they cant even look after their staff let alone customers. Oh and don't bother trying to cancel your flight either as they just take all of your money off you and give you nothing back.",

'Not Verified | Just returned from Chicago, flew out 10 days ago on American Airlines absolutely superb in every way, had high expectations on return flight with BA.\u2028What a disappointment.\u2028The Airbus A380 may be nice from a pilots perspective but as a passenger it was awful.\u2028Very uncomfortable seats, the inflight entertainment and flight tracker failed to work throughout the flight, the inflight meal was inedible and the service was mediocre at best. Our short flight from Heathrow to Manchester was much improved, very welcoming and attentive in flight staff and the flight even arrived early. In future we will travel with one of the American carriers. ',

' Trip Verified | BA standards continue to decline every time I fly with them. This time, a 45 min late departure, which seems the norm for BA, and no information from the rude and clueless boarding gate staff. The Club lounge was overcrowded, dirty and grubby and cleaning staff could not cope. How many more cutbacks is BA going to apply before they become truly low cost. As a 35 year veteran user of BA, while people complained of Alex Cruz cutting costs, the past 3 years has seen them decline very quickly under their latest CEO. One reads the occasional article about BA improving things, but I have yet to see anything substantive. There seem to be few British staff left amongst the cabin crew, so maybe time for a name change and give the flag carrier status to a proper low-cost - and sadly the staff service has declined year on year. Onboard, the catering remains poor and surprised that Do&Co can produce such rubbish meals when I have sampled their Turkish Airlines equivalent in August that was superb - guessing BA are too tight with their budget. Onboard WiFi service is a joke and should be avoided.',

"Not Verified | Awful. Business class check in queue just as long as for economy, probably because half of the desks were not staffed and Terminal 5 is chaotic. Business lounge overfull, couldn't get seats. Delayed flight, unmanaged chaos at the gate. No drink on boarding, first drink served an hour after take-off. The meal was poor, used to get better in economy on other airlines. British Airways has won the race to the bottom of the cheapskate stakes. Not looking forward to the flight home.",

" Trip Verified | Not a reliable airline. You cannot trust the timing at all. I had a 6.45am flight, boarding was on time, but then we are sitting in the plane for already (1.5 hours) and the expected departure is still not clear. They h


ave discovered the engine is not working! I am risking to be late for a business meeting in Geneva. How come they bring a not working plane to the gate. The funny thing is that I had another business trip in spring 2023, also with BA to Amsterdam. When I arrived to the Airport that time - I was told I don't have a seat. I was put on the next flight in several hours, which should have get me to the business meeting late, but still not too much. A lot of stress. In the end, on the second plane we were sitting in the cabin for 1.5 hours and I have missed the meeting. I thought it was a dramatic unlucky case that time, but today I see it's routine for BA not to fly on time.",


✅ Trip Verified | I take comfort in reading the last ten or so reviews to see I'm not the only traveller to put in words, how absolutely abysmal British Airways are! The only reason we are stuck using this awful airline is to use up points. We booked Club Europe months ago. London to Athens, sat in row 3 and told they had run out of food options, only choice was lentil pie or green curry. Returning Athens to London Club Europe. Couldn't check in online as promised so arrived at the airport 3hrs early. To be told they had overbooked the flight and basically we were being 'bumped' to economy. This airline fails to deliver time and time again. It is a national disgrace and I implore everyone to choose an alternative. ",


✅ Trip Verified | The worst journey in my life. The connection time at LHR was only 1 hour, but the flight from MXP was on delay. I had to rush to change terminal by train and arrived risking a heart attack. After that the plane just stayed there for another 40 minutes. Despite that, upon arrival at SJC my baggage was lost. I filled the form and gave to the employee. I was not given any receipt, so I did not have any reference number. BA phone number at SJC simply never answered. I called twice the toll free number and realized they did not record the delivery address. I had to enter myself online, dealing with a shitty website. They delivered the baggage three days later. I claimed for compensation online, as I had to buy clothes and other stuff and I did never get a receipt. I was expecting an upgrade for the flight back to MXP, but nothing happened, neither they allowed me to enter BA lounge at SJC. Bad customer service. The only positive side was price, but obviously this cannot justify this treatment and if I knew , I would never flown by BA. Never again! ',

✅ Trip Verified | The airplanes and the lounges are worn out, old and broken. From Dallas to Heathrow, multiple first class seating and electronics were non functional and poorly designed. The first class seating from Heathrow to Dubrovnik was nothing more than a tray blocking the middle seat of a s

standard coach ticket. Very disappointed.',

' Trip Verified | One of the worst experiences on the worst airline. The flight was delayed due to earlier technical issues. The time slipped from 17:00 to 20:00 to 22:00 and finally cancelled. There was zero information given. Despite paying well over the odds for business class, we were booted out of the BA lounge two hours before the flight. When it was finally cancelled, the BA staff. Without explanation, told everyone to go to a gate. After another hour or so they made us re enter the UK via passport control, a further 40 minute wait. By now the airport was closing and there was no sign of our bags or any help from BA. A passing Gatwick engineer finally helped us locate the bags. BA completely washed their hands of us and in contravention of CAA rules refused to find us accommodation. Many slept in a bus stop overnight. There were people with young children who couldn't find somewhere to stay and yet BA had closed down and left. The following day the replacement flight was also late and due to an admin mistake had no catering or liquids for a 2 1/2 hr flight. Overall the service was shockingly bad, the worst I have experienced from any airline. I will not ever use them again.',

' Trip Verified | Cancelled our flight last-minute then moved us onto a flight 2 days later operated by Japan Airlines. We had paid a lot extra for extra legroom seats as I am very tall and they assigned me a middle seat deep in the middle of the plane. Because it was operated by a different airline but booked by BA, neither BA nor the other airline could change my seat over the phone despite seats being available. After 4 hours of waiting in queues and sitting on hold their solution was for me to arrive early at the airport. I did but the seats had already been given away for free by people who had booked directly with that airline and could check in online. I got a £10 meal voucher as compensation for this enormous downgrade on a 14 hour flight. Never again will I fly BA. I would rather fly indirect with better airlines than use this disgrace of an airline again.',

" Trip Verified | I had a flight from Miami, Florida to Dublin, Ireland, via London's Heathrow airport. The outbound flight from Miami was delayed and we were further delayed when our gate was occupied when we arrived in Heathrow. The total delay was roughly an hour, but it was enough to make our connection a challenge, where we had 73 minutes between original arrival time until the departure time to Dublin. When we headed to our connection flight, we were stopped by security personnel at a checkpoint and told us that the gate to our connection flight had already closed. This was twenty minutes prior to departure time. They ushered us to customer service to be rebooked. Given the busy weekend of travel, we we

re rebooked on a flight at a different airport and were told that our cost to get there would be reimbursed. We then waited 3 hours for our luggage, and then took a cab to London's City Airport. The cab fare was roughly \$500. When I filed a claim with British Airways, they refused the claim and told me that we had plenty of time to make our connecting flight and therefore they denied my claim to be reimbursed for the cab fare. This is after I explained that it was British Airways employees who ushered us to rebook the flight despite the 20 minute timeframe to make the connecting flight. The person who rebooked us, told us it was policy that they close the gate 20 minutes prior to departure. I will never fly this awful airline again. Given the other feedback on this site, it appears that that is the overwhelming sentiment.",

✓ Trip Verified | We started our day with BA in Prague. The flight actually left on time! I came to find out that's very unusual. We purchased business class seats. As you can see from the picture they hardly were business class. All they did was block off the middle seat in the first few rows and called it business class. Horrible flight. In addition I had a really rude check in clerk basically yell at me when I excused myself and asked if she could give a little bit of priority to the many business class passengers who were n't being served. Then we got to Heathrow and the real fun began. We had a 4 hour delay. They gave us about 5 different excuses for the delay. I had a few employees walk away while I was asking them questions. They were very rude. At one point there were no employees left. And from the announcements it seems virtually every BA flight was delayed. And there were no weather issues. There was no place to comfortably store items in business class. I've never experienced that before. Not even a cup holder for my bottle of water. The seat controls didn't work well. You had to keep pushing the buttons to get them to do anything. The power outlet didn't work. There was no internet the entire flight. The overhead luggage bin was too heavy. I almost got a hernia having to close it. This is a horrible airline. I'll never fly with them again. If I could give zero stars I would.',

✓ Trip Verified | I fly British Airways weekly not because I want to but because they own the route there's no other option therefore they frankly don't have to care about the customer. The flights are always delayed and it's always someone else's fault be it weather delays to incoming aircraft or flight traffic control issues I've heard it all and for the life of me cannot understand why they are allowed to operate. I've been around the world and traveled with all of the world's airlines but British Airways are really the worst of the worst. It's such a shame to have watched what used to be


a good company fall down a cliff. My advice is if you have a n option to fly with anyone else then exercise the option but if you're flying with different connections and you have a tight schedule do not expect BA to get you to your destination in time.',

"Not Verified | Everything was ok until our connecting flight in London, just before take off, we were on the runway, the pilot came on to announce an engine problem. After engineers tried to fix it while we waited on the plane for over an hour we were finally told that we would have to be evacuated and rebooked for another flight but not to worry because a special crew was waiting for us on the ground to help us and set us up in a hotel except that there was no one to help us. In fact everyone refused to help us. It was Saturday almost 8pm and they just wanted to go home. Anyone with a connecting flight couldn't rebook on the application because the app wouldn't disassociate our first flight with the connecting one in London and the staff saw this but still refused to help us. They gave us a phone number but there was only a message that said just to use the app. Finally I got someone on the phone who rebooked us for the next day. Now it's 10:30 pm and I have to find a hotel room because the airline refused also to help us with that. So i had 2 choices either sleep in the airport or pay over 700GBP for a room. I don't have the money to pay for this but after a 10 hour flight, 8 hours of jet lag and the insane stress after the fact that no one from British Airways would help us I took the room. Of course I claimed reimbursement but that was over 3 weeks ago and I haven't heard anything since so I have no idea when or how much I'll be reimbursed, even though I'm not claiming any emotional compensation from the horrible situation they put me through due to their total indifference. It's financially difficult for me right now because the money I had to put out is equal to half my salary and of course it's impossible to reach them by phone. I feel still as i did on August 26 2023 completely trapped by them and their indifference with no solution or information",

'Not Verified | My initial flight was cancelled 8 hours prior the flight. Then I was automatically rescheduled for next day. Next day, the flight was delayed leaving Hamburg and missed my connecting flight to Las Vegas. Me and several other passengers spent the night in London. British Airways provided us with vouchers but the transfer bus dropped us at the wrong hotel (closest to our hotel) and told us that we can walk there if we want to. As a result, I lost two nights hotel reservations that I made in las Vegas. I opened a claim and provided all receipts to British Airways to get refund of my hotel reservations, but over 5 weeks now, not a single fe


edback from British Airways. I will avoid all flights with them in future, and will share this story.',

'Not Verified | We will never fly British Airways again. Our flight on July 15 2023 from LHR to LAX was cancelled 20 hours before departure without any explanation. Since 8 weeks we are now waiting for the refund and BA does not pay us the cost caused by the cancellation. Very disappointing.',


' Trip Verified | Check in and security clearance very quick at LHR T5. My wife and I used the Galleries North lounge and at 6-00am it was easy to get a seat. Good buffet breakfast options. Flight boarded on time and flight departed on time. I was seated in 4 A, the Club Europe seats on the A320 seem to be getting smaller and legroom (I am 6ft) was very tight. Cabin Crew service was fine. I chose the full English breakfast, it was ok, but there was a lot of water in the bottom of the bowl. Flight landed on time. Overall an OK flight but Club Europe doesn't feel very premium these days.',

'Not Verified | British Airways has confirmed itself as the worst airline in the UK. Last minute cancellation, no explanation, refusal to book with another airline "because we don't have an arrangement with them". What's happened to what used to be our national airline?',

' Trip Verified | Worst BA experience. I was supposed to fly out to Italy on 7 September 2023. I arrived at OR Tambo International airport ready to check my bags in (I already checked-in online the previous evening so I had my boarding pass ready). At the counter I was told that I had been off-loaded from the flight as my connecting flight has been cancelled. No information was sent regarding this beforehand. The team at the check-in counter tried to get me on another flight that evening, but there were no flights available. They did manage to get me another flight the following evening with Lufthansa to Italy via Frankfurt. However, I did miss the first part of my trip having arrived a day and a half later than I was supposed to. Upon moving the flights I did ask the BA staff whether my flights back are still valid and that everything is in order, which they assured me is correct. I have to fly back to South Africa on 18 September and upon checking my booking information I noticed on my BA account that my first flight (Milan to London) is just missing from my booking. My connecting from London to Johannesburg is still there. After spending the entire morning on the customer helpline two different operators picked up and in both instances, the moment I proceed to give my booking reference number, my call gets dropped. Currently it seems like I will be arriving at the airport again on Monday without a flight.',


' Trip Verified | My daughter and I were denied boarding on our business class flight from Madrid to Heathrow in Marc


h 25, 2023, the first leg on our return flight to Victoria, Canada. No reason was given for the denied boarding by the check in staff at the British Airways counter in Madrid, who said they were only agents and told us to call British Airways. We were three hours early for the flight and had valid passports. After many tries we finally reached British Airways by phone, but we were told to call Expedia which had booked the flights. Expedia confirmed that we had been bumped from the flight, with no explanation as to why. Expedia then began a long process of finding alternative flights. Over the next 24 hours we had numerous calls with both Expedia and British Airways. Incredibly, the next available flights were 9 days later on April 3. This was almost unbelievable, but after many many tries it was the best we could do. Even though these were Business Class tickets. Part of the problem was that apparently rules did not allow any changes to routing for any segment of the flight. This nine day delay was a major problem for us. I had to miss work and my daughter was missing school. Further, we received no compensation from British Airways, no penalty fee, and not any reimbursement of our expenses for staying the nine extra days. After our return I began the British Airways online complaint process, and submitted all supporting documents. I received an email reply and a case reference number. And then nothing. I sent numerous follow up emails, and received no replies. It is now months later, and still I have not heard from British Airways. This is shocking, and definitely the worst airline service I have received for my thousands of flights over many decades. I am a very patient person and this is the first time I have commented on this type of forum. I think the public should be made aware of extremely poor customer service at British Airways.'


" Trip Verified | Despite boarding being the usual free for or all at LHR with groups 1-3 being called to board all at once. Whilst those passengers who had agreed to check in a bag in at the gate, getting to board before anyone else! However, the service on board was impeccable. Superb crew, friendly, attentive, interacting with passengers and generally appearing to be enjoying their job. Like BA in the old days and at its best. Food choice and quality seems to have improved too (no beef cheeks thankfully) and even the Club kitchen appears to have returned. Old style Club seating, but is at least better, and feels less cramped, on the 787's.",

'Not Verified | Flight cancelled, no crew! 9th September 2023, not peak holiday period so why such bad management by BA? Sent to the gate left standing of over an hour and then flight cancelled. As were other on that day. Why does BA continue to provide such poor service - a national disgrace.'

'Not Verified | The worst service ever, my baggage did not arrive on time. Both my flights were delayed. I will never fly them again. Even the food was bad and your service.',

' Trip Verified | 4/4 flights we booked this holiday were delayed about 1-2 hours. No wifi available on 2 of 4 flights Food and drinks very basic and expensive. Cannot recommend',

' Trip Verified | British Airways has a total lack of respect for its customers. I was booked to fly from Frankfurt Main to London City Airport, and just a couple of hours before the scheduled departure the flight was suddenly cancelled by BA without explanation, when I was already at the airport. The worst thing was the utter callousness that staff showed towards customers. The ground staff's attitude was that they are merely third party agents, not BA employees, and therefore they quickly washed their hands of us all, telling us we had to contact BA directly via phone if we wanted help. They couldn't even provide us a phone number, telling us to look it up on ba.com ! So BA abandoned its passengers. They did tell us that the BA departure to Heathrow had also been cancelled, meaning there would be no further BA flight from Frankfurt to London that day (although other airlines were still operating the route- but BA refused to rebook us on them). The reason given for both cancellations was "technical reasons". No assistance or information was provided on our rights due to cancellation, nor any information on help regarding food/ accommodation help etc. Their attitude was literally that the cancellation had nothing to do with them and it was our problem, not theirs. I received an email an hour later notifying me that I had been automatically rebooked on an alternative flight 24 hours later, which wasn't acceptable as I had to get back to London that night. I rang BA's call centre and again, they showed a high degree of callousness. 95% of the half-hour call was spent with me waiting on hold, with the phone just cutting off after half an hour, and no meaningful information given to me by that point. There was no attempt by the call operator to call me back when the line cut (and I had a solid phone signal and wifi as I was still standing in Terminal 2 of Frankfurt Main airport), even though my phone number is listed in my booking contact details. They just don't care. In the end I had to arrange my own return to London by taking a coach to Hanh airport which was 112km away , waiting there for 5 hours and then booking an expensive last minute ticket with Ryanair to Stansted. At least that flight operated on time and got me back to London! BA is worse than a low cost carrier now.',

' Trip Verified | London Heathrow to Keflavik, Iceland in Business Class on an A321. British Airways provides an unusu

al Business Class experience for intra-Europe flights. The seating is similar to most airlines - middle seat vacant and little extra space - but on British Airways the Business Class cabin extends to almost half the aircraft. This makes it less than a premium experience at every step, from boarding to onboard. The WiFi worked for only half the flight and there are no refunds. But when it worked it was surprisingly fast. Service on this flight was very good and we got to Keflavik on time.',

✓ Trip Verified | Mumbai to London Heathrow in Business Class on an ageing B777-200. This aircraft featured the older Club World flatbed seats. They are comfortable, there is enough storage space around the cubicle, and the monitor screen is among the larger ones I've seen on airplanes. BA's new Club Suites are said to be far superior, competing with the best B-class rivals. The entire Business Class cabin had just 2 washrooms but it wasn't an issue on this flight since the premier section wasn't at full capacity. There was Wi-Fi on board, fast enough to even send videos via messaging apps. Service onboard was competent but the staff lacked warmth. The food was alright and no more. The biggest plus of this flight is that it gets out of Bombay at 1:10 pm in the afternoon instead of the ungodly early morning hours most international flights take off from India. The airport experience is far more pleasant at this time. In summary: British Airways provides a good, but not spectacular, Business Class product.",

✓ Trip Verified | Care and support shocking. Written by a previously loyal BA traveller. Lies and misleading unprofessional service. Told that my flight was cancelled. Booked on to next available flight in downgraded cabin from business to premium economy. Called to ask why. Told technical fault with my original flight. My suspicion was another reason. At airport, check in staff said that not enough crew to staff original flight earlier in day. Why take my money and allow me to book a flight which would have allowed me to get to work as a doctor in the first place! How can you trust such an organisation to look after you as a flying customer.',


✓ Trip Verified | Flying A380 business class should be a pleasure but BA has made it a disaster with the worst seating and configuration imaginable. How could any sane person could jam so many seats into a limited space and expect passengers to be happy. Seats are narrower than economy on some airlines and you must face another person until a plastic screen is raised. The Tv screens are the size of a medium sized tablet and the controls are behind your head in a sitting position. There is no where to put anything except one small pull out draw at ground level that can not be reached when se


ated nor accessed when sleeping . The window seats and middle seats are accessed by having to jump over a passenger on an aisle seat and the seats are so low that they are hard for elderly to get out of. The whole business class set up is a sick joke. Eating is difficult because the seat is not close enough to the table and the tables are so flimsy that drinks can fall off. Are there any redeeming features - the answer is no. If you like a little comfort avoid BA like the plague.'

✓ Trip Verified | British Airways absolutely does not care. My reserved seat was change from an aisle to center seat for this overnight, full flight and it was quite awful. After enquiring at LAX check in, the agent said sorry, nothing we can do. Onboard the flight the attendants seemed to try and finish the meal service at a racing speed, with meals trays passed out with no proper questions about choice. Then back and clearing trays and they disappeared to rest in the kitchen for hours after that. No water runs, if you need anything do not bother with the call bell, as they simply ignore it. I used to like travelling British Airways 10-15 years ago, but the bean counters have been in and lowered it close to a lowcost carrier. I guess staff are badly paid from their terrible attitude and service. My last trip to London was with Delta, they are so much better than this very poor excuse of an airline that British Air has now become.'

✓ Trip Verified | My recent experience with British Airways was not just horrendous, it was an utter abdication of responsibility on their part. I arrived at JFK ready for my flight to Malaga, only to find it had been cancelled with zero notice. After a draining 2-hour altercation, I was finally placed on a different flight. The nightmare continued when I landed in Malaga sans luggage, containing essentials for my son's wedding. Thirty agonizing hours later, the bags showed up—but my brand-new iPad and a special watch for my nephew were missing. The items weren't merely valuable; they had emotional significance, which made the loss even more gut-wrenching. You'd think a reputable airline would make amends for such errors. Despite the clear mishandling of my baggage by their team, they refused to offer any reimbursement or even a modest amount of airline credit. Their customer service was not only ineffective but also astonishingly callous. Their response was, in essence, "It's your fault for trusting us with your belongings." This isn't just poor customer service; it's a complete disregard for basic human decency and responsibility. British Airways had numerous opportunities to right their wrongs and chose not to. If you have any respect for your time, belongings, and emotional well-being, avoid British Airways at all costs. They not only fail to de

liver on promises but also refuse to make amends when they err, leaving customers to bear the brunt of their incompetence.'


 Trip Verified | This is to express our displeasure and concerns regarding our flight to Italy. Our trip was effectively ruined by the failure of our luggage to arrive with us, coupled with the length of time it took for it to eventually reach us (9 and 12 days)! Our departure dates: June 19, 2023 - Flight BA 294, Chicago to London. June 20 rebooked by BA on BA 546, London to Rome. All flights were late. On arrival in Rome, my wife was forced to walk to the check-in desk because our reservation for wheelchair assist from the plane was never transferred by BA. She was told by the cabin crew that there was no reservation for her transport. Also, our checked baggage (2) failed to make the BA rebooked flight from London to Rome. BA took 9 days to deliver my bag and 12 days to deliver my wife's. I called BA Baggage Claim Services daily. I was frequently cut off after waiting on hold for over an hour. We had Apple Air tags in both bags, and sent pictures showing their exact location to BA Baggage Claim several times. After 5 days, BA stated that they found my wife's bag, but needed to verify ownership! Both bags as described had bright pink 4" easily visible tags and bright pink bows. Taking 9 and 12 days to deliver them is inexcusable. Our return date: July 3 - BA 553, Rome to London. BA 297, London to Chicago. All flights were late. We arrived in Chicago more than 3 hours late, missing our ground transportation to our home in Michigan (3 hours away). We had to find a hotel and stay overnight near Chicago. On July 12 we filed our expenses for replacement of lost clothing and toiletries, also for food purchased at Heathrow due to the flight delay and overnight hotel charges in Chicago. After 2 weeks, I went online asking for some follow-up on both cases, but have had no response at all from BA. We are retirees on fixed income, and cannot fund BA's errors. I can honestly say that the times I was able to reach a human being, they were all courteous and attempted to help, but appeared at a loss. ",


 Trip Verified | I flew London to Malaga on 27 August in Club Europe. We stood around at Gate B45 in Terminal 5 for over an hour, with staff giving very different reasons for the delay, late inbound aircraft etc - but the plane we boarded had been sitting there for more than an hour! After boarding, the captain stated that because they had changed planes there would be no meals served. This is Club Europe, and we received one small packet of crisps throughout the flight. No effort to apologise. We smelt the hot meal for pilots being heated and then saw it being served to them on a Club Europe meal tray. Cabin crew also had warmed pastries (and were


very quick to use air freshener in the front galley!) while customers received zilch. BA sent an email the following morning to say sorry - nothing else. What a complete and utter rip off by an airline that is already cutting back on so many things. I paid a full Business class fare, did not receive any part of the onboard meal service and they expect an email to be sufficient. Avoid BA if you have any other option nowadays, they are the worst in Europe.',


✔ Trip Verified | I arrived at the airport about 2.5 hours before takeoff to have more than about time to get checked in, go through security, etc. All that went without any issues. Being that I was relatively early at the gate, I was one of the first passengers there. After some time boarding had opened. First the business class got called up, then families with children and disabled people. A couple minutes into the boarding they started to call up people, one by one, by name. Then there was an announcement: they won't let anyone in anymore. Me and about fifty other people were still standing at the gate not being let in. The reason, they said, was that the plane was short staffed (Later I discovered, speaking to a manager, that not only the flight was short staffed but also it was overbooked). After the announcement people were getting angry because they wouldn't be let in anymore. Nothing changed and everyone was sent away. I had a connecting flight later that day that I was going to miss because I was not let on the plane. First I tried to get my luggage back which I didn't receive immediately but got a hold of later on thanks to the airport personnel. Then, just like everyone who was going to fly with the same plane, I wanted to talk to someone from British Airways. Since they don't have a service center at Frankfurt Airport everyone went to the check-in counters where we received food vouchers but not a single person was either able to rebook my or anyone's flight nor get anyone refunded. All the staff said was that we were going to receive an email in a couple hours with options to rebook the flight or get a refund. I waited four hours for the email at the airport that did not come until today. Trying to call the airline did not help either because they did not answer the phone or hung up in the middle of the conversation. After the four hours of waiting for the email me and some other people from the same flight went back to the check-in counter to get a confirmation from them that I will receive a refund. Being that there was a new shift the personell did not know what had happened. When they scanned my passport and looked at the flight they found out that the system was dying that it was my fault I could not attend the flight. It looked like I had missed it. For everyone standing there with me it was exactly the same. But the people at the counter

said they could not do anything about it. Later on we were able to speak to the manager after many phone calls he said they were going to take care of it. We are supposed to get an email at some point in the future. I was not able to get a written confirmation that I will get refunded even after several times asking for it. I already flew a lot of times in my life but never ever has such a thing happened to me. Not only that me and so many other people were not let into the plane but also the customer service being so horrible that they were not able to rebook or confirm a refund in any way. In the end the only option for me to get to my destination would have been to book a last minute flight for a lot of money which I would not know if I ever got it backed.',

' Trip Verified | Filthy plane, cabin staff ok, appalling customer service staff who couldn't care less when dealing with a complaint. Paid extra for club Europe/business class. Food was poor, they gave you wipes to clean your seat area yourself and we were split up so they could accommodate families. Not really what you expect when you pay for the extra service. Will be cancelling our other bookings we have with BA, even if that means we lose our deposit.',

' Trip Verified | \xa0 \xa0Chaos at Terminal 5 with BA cancellations and delays, and staff give different reasons depending on who you ask. 9 out 10 answers were lies. Sadly, BA airport standards at T5 are worse than ever, and we are long past being able to use Covid as an excuse. As a short haul club Europe trip, I expect very little from BA any more, and they barely even provide that, with cutbacks during Covid that are now permanent. If you can find an alternative carrier on the same route, choose them rather than BA. Sadly, on my route BA have a monopoly.\xa0',


" Trip Verified | \xa0\xa0As always when I fly BA it was a total shambles. I was booked Manchester - London - Madrid , BA first leg and Iberia 2nd, I try wherever possible to avoid BA, however the Manchester - London was late, however I ran for my IB flight and got to B gates just as boarding started, being Group 1 I went to board and the gate sounded an alarm, BA had removed me from the IB flight to a BA flight 3 hours later! As BA had reissued the ticket IB could not put me back on the flight, so 3 hours wasted because of BA's total incompetence. This airline is a total disgrace, the crew were not nice, typical BA crew oh im so fabulous I don't need to be nice to paying passengers, club europe cramped and terrible food! ",


' Trip Verified | First time using BA business class but we were pleased with the service received. No one was waiting at check in/bag drop and through security in 2 minutes. We used the lounge in the b gates area which we found quiet with


h plenty of food and drink on offer. Boarding was quick and the cabin was on a 1x2x1 layout with 12 seats although there was a larger b/c cabin behind that had about 30 seats. Again food and drinks were plenty full and good quality. Service from the cabin crew was excellent and the cabin manager (Lauren) even made up a birthday card when she found out it was my wife's special birthday. Departed early and arrived at JFK early as well. The only thing that I disliked was paying £117 each to select our seats and no free wi-fi.',

'Not Verified | Extremely rude ground service. We were non-rev flying and London was our connection/layover. Gate agent was extremely rude and forced me to check my carry on suitcase with the explanation that it was "oversized." However, when I put it in the sizer, it fit perfectly without force. The plane was not fully booked and had lots of room overhead. The gate agent was insistent and rushed us with no regard for the fact that we would have to redo security in order to get our bags again, as we were switching airlines and needed to carry them on due to our non-rev status. The flight itself was good, attendants were polite and helpful. No complains there. Just extremely unhappy with the gate agent service. I understand that it is not a pleasant job and frankly I would not be overjoyed to work there either but that does not explain why we had to be inconvenienced with no fair explanation or attention.',

✅ Trip Verified | My son and I flew to Geneva last Sunday for a skiing holiday in Les Arc. The flight was cancelled moments prior to boarding and we were transferred to a flight departing three and a half hours later, that then got delayed by a further three hours. They didn't load any food on to the plane and forgot to load the baggage for all the business class passengers who had been on the earlier flight. Problems happen, it's a complex operation. What is totally unacceptable is the service one receives when there is a problem. The offshore call centres are unhelpful and obstructive, wanting to fob off issues by getting the customer to call special help lines that merely refer one to a webpage and then cut off. The web pages are often unable to give information as they are not updated and often refuse to update your inputs 'at this time. please try again later'. There is no access to people that are willing to help, empowered to help, or actually move a situation forwards in any way. We've been sitting in a hotel waiting for the bag to arrive for two and a half days, unable to ski due to our entire wardrobes being in the cases. The outdated luggage 'tracking system', had the suitcase in Geneva 2 days ago, where it sat with no-one willing to step up and get it delivered. What an incredibly heartless and incompetent company. ",

' Trip Verified | For the price paid (bought during a sale) it was a decent experience although the club class (business class) seats offer no more legroom than economy class (using short-haul fleet on a 4 hour flight). Fast track through security was not honoured. The lounge at Istanbul airport was over-crowded as it is also open to the public who can pay for usage, causing a long queue for entry, which was badly organised. Boarding was smooth, cabin crew were friendly but their service was hit-and-miss. Eg. Some people got a "welcome" and some didn't; Half of the cabin was automatically offered coffee after dinner but not the other half. However, drinks were replenished generously and regularly and the meal was good (with a choice of three mains from the menu).'

" Trip Verified | Flight left on time and arrived over half an hour earlier than scheduled (thanks to strong tail winds). The flight was full but no catering had been loaded for economy passenger at Heathrow so for 3 and a half hours we only had a small bottle of water and a small packet of corn snacks. Nothing at all available to even buy to eat! Worse than a low-cost carrier experience in this sense. One of the light panels overhead the seats towards the back of the plane was broken and loose and just hanging above the unfortunate passenger's head for the whole flight (poor maintenance of cabin). I would choose another airline on this route in the future, as one of their competitors offers full meal service on this route even in the economy cabin."

' Trip Verified | Very Poor Business class product, BA is not even close to the other airline leaders. Which ever way they sell the seat on a 777 it is a 2-4-2 layout. The cabin feels and is very cramped. The food in business class is economy quality just served in a china dish! However, the price of course is at premier levels. The only positive of the whole flight and return were the cabin crew who were fantastic. I felt genuinely sorry for them having to try and flog such a poor product. Would I fly BA business again? only if there were no other options and I had no choice.'

'Not Verified | This review is for LHR-SYD-LHR. BA015 and BA016. Business class had a 1-2-1 configuration on 777 giving space, privacy and easy aisle access. Seat reclines into comfortable flat bed. Good quality pillow and duvet. Privacy with sliding door. Good storage space around the seat and charging point. Flights on time - no delays. Gluten free meals were very poor in quality and presentation. Warm processed meat between two bland slices of GF bread apparently is a business class breakfast. On two sectors the main course (no choice offered) was bland fish which was served in a single small tray covered with foil - in business class? Condensation had formed as the dish was reheated (probably from chilled)

so the offering was sitting in a weak watery liquid. One crew member appeared genuinely apologetic as they meekly served one meal. Do BA also serve the same GF offering in economy, economy plus and first on a long haul flight? My advice if GF - take your own food or dine in the lounge if you are in the care of BA for 24 hours. My travelling companion had very good regular meals, or so they told me, with a choice of main course on the same flights. Crew gave the impression that they were doing a job covering the basics and rather than welcoming and engaging. Usual hospitality industry waffle about service but little of substance delivered.',

✓ Trip Verified | Absolutely pathetic business class product. BA is not even remotely competitive with other International airlines in the business class market. With old outdated 8 across seating - no, I did not make a typing mistake - you either have to climb across someone or someone has to climb across you to gain aisle access. The crew must also hate this layout since they have to reach through little window openings to provide service to passengers in the 2 center seats. BA, like most other European-based airlines does not have a factual Intra-European business class product even though they promote & sell business class. Intra-Europe flights feature the same 3+3 seating throughout the aircraft & the only difference being the middle seat is left empty in "business class" & passengers get a meal & drinks, but this does not justify the higher cost. BA's Trans-Atlantic business class product is only slightly better because of the "narrow" 8 across seating. The biggest surprise on both the LIS/LHR & LHR/IAH flights was that BA has, in fact, substantially improved their food quality. Shocking! Unfortunately, it is served in the WORST business class configurations of ANY International airline I have flown. The entertainment system & small screens - my laptop screen is twice the size - is like an airline offering 2 decades ago. The flight crew was "pleasant & perfunctory" which is about the best one can expect from a BA crew. BA will simply never match the quality of carriers like Singapore, Emirates, Qatar, Etihad, EVA, ANA, Japan, Air New Zealand, Qantas or many others. BA can compete with US-based airlines like Delta, American & United, which are also not even in the same Universe in terms of a high-quality business class product. One of the biggest slaps in the face is that BA expects business class passengers to pay to select seats, even though they have paid thousands of dollars to fly business class. Several hundred US dollars for Trans-Atlantic flights. Only if you wait until 24 hours before flight time are you allowed to select a seat at no cost. Certainly another BA Management decision that was made without a functioning brain.',

'Not Verified | Overall not bad. Staff look tired and over worked, trying their best. Weird seats, I was in 21G going, and 21D going home. The buttons to press for the seat recline are so stiff I had to get help on both flights to get them to work. There is another button, also very stiff, to bring the "leg rest" out. This is an awkward thing which doesn't come up far enough to be of any use at all for your legs, but just obstructs your feet really. Again, I had to get help to activate the very stiff buttons. At one point, the lady next to me was pressing the buttons for me while I tried to recline, sit up, or put the "leg rest" back. We gave up and called the flight attendant, who also had trouble. BA: please give this some maintenance! Food: only one out of three menu choices available by the time it got to me in Premium Ec. It was pasta and was not too bad. A Christmas Turkey Dinner was offered, but why not load more if it is so popular that it is not available 10 minutes into the meal service? "Breakfast" was an unidentified soggy pastry thing in a cardboard tube. It was disgusting, same offered on return journey. A cold pastry and fruit would be so much nicer. The tea and coffee was hot at least. Overall, I would say Air Canada provides a much superior Premium Ec service than BA. I won't choose BA again.'

✓ Trip Verified | This was our first flight with British Airways in over 13 years and as usual I couldn't fault them. As we were connecting, we had little interaction with ground staff - staff in the lounge were friendly and helpful. Cabin crew on the flight were great - very welcoming and friendly. Our meals were delicious & no shortage of drinks being offered. The seats were economy seats with the middle row blocked off and some recline. We arrived into Stockholm a little early through a snow shower which was a nice welcome back to Stockholm. Bags (checked in at JFK) were delivered safely within 20 mins of arriving.'

✓ Trip Verified | I recently encountered a highly disappointing experience with British Airways, specifically regarding their customer service. After my initial flight leg was canceled, I was rebooked with a connection at London Heathrow reduced to a mere 1 hour and 30 minutes. Realizing the impracticality of this, I promptly contacted British Airways within 10 minutes to request a more reasonable layover of 3-4 hours. Shockingly, the customer support representative flatly refused, citing an inability to change my flight. Despite explaining the logistical challenges of a short layover and a terminal change requiring additional security procedures, I received no assistance. To add to the frustration, the representative inaccurately noted on my account that I was presented with multiple options during our conversation. Moreover,

the use of military time format and the lack of initial options provided only exacerbated the communication issues. Both phone and email support proved equally incompetent, and I was informed that customer service is outsourced to India, allegedly contributing to the subpar service. This experience has left me not only struggling to rebook my flight but also with a strong resolve to avoid British Airways in the future. The lack of assistance, blame-shifting, and overall incompetence in customer service make it my worst experience yet. I strongly advise others to steer clear of British Airways and their appalling customer service.',

"Not Verified | Beware! BA don't provide any refund due to a very serious medical reason. My father was diagnosed with a severe heart defect a couple of weeks before his flight date and BA refused to give any refund as this was not a good enough reason!! We sent them a medical note from his doctor saying he is unfit to travel due to potential heart failure and needs to have heart surgery as soon as possible, and the operator totally dismissed it. They said only thing they can do is change the travel date within a year. Heart surgery recovery takes months and it's highly unlikely that he will be able to travel within the year, meaning he would lose his ticket and money! They said they can't do anything to help, not even change the name on the ticket so someone else can use the tickets! The most ridiculous thing I've heard!",

✅ Trip Verified | Check in was chaotic and badly organised. Even though there were two desks, one for premium and one economy, there ended up being just one queue, in front of the premium check in, even though most passengers in it were economy. That meant that those travelling in club or with higher status had no separate queue to join. Whilst I was waiting in line another passenger went up to query and we ended up forming a new line in front of the economy check in desk for premium passengers, unnecessarily badly organised, the staff in charge should be retrained! Security at the airport was very quick and through to the lounge. This is a generic airport lounge for all airlines, and it is actually quite good overall. Nice layout and seating options, reasonable food and drink options, and an outdoor terrace which is really nice. Boarding was very well organised, although quite slow to get everyone on board.. but the flight was probably only half full and we still departed early so I think they felt no rush.. and it actually made the boarding experience nicer and more relaxed. On board the club Europe seats are fine by European business standards, although as previously commented are really not very good overall.. the meal service was disappointing. As is normal, BA do not stock enough of the proper meal option .. when the options are so limited and varied in

quality BA really should stock enough for everyone to have the good meal. Sadly they had run out by the time they got to me so I had the option of vegetarian sausage or a salad. I wanted a hot meal so went for the sausage and I can honestly say it was one of the most disgusting onboard meals I've ever had in any cabin class, rolling some mush (similar consistency to mashed potato) into a sausage shape does not make it a sausage! BA you need to improve the meal options, make the vegetarian meal something you specifically have to request in advance and offer all passengers a choice of two decent meals .. then people will not be left with such a substandard alternative when their first choice runs out! Whilst I hadn't planned on using it, the on board WiFi was not functioning so was not available to use. Overall though the flight was fairly comfortable and the cabin crew were very friendly and efficient. I used avios to pay for the flight so it was obviously good value for money for me!'

'Not Verified | All 4 of our flights were fine in terms of comfort, punctuality and service. I feel safe with BA and that is my main reason for booking with them even though I could travel with other airlines more directly. On our return flight ATL/LHR we skipped the evening meal preferring to sleep and were looking forward to a hearty breakfast prior to arrival at LHR. Sadly we were seriously disappointed. To serve a chicken sausage in a wrap for a business class breakfast is just unacceptable. Does BA actually pay experts to design these breakfasts? Low point on an otherwise good trip.'

'Not Verified | I had hoped this would be a good review but unfortunately it won't be. I flew business class from LHR to PDX on the BA nonstop. It was a 787-8 series aircraft. The flight attendant specifically mentioned it was eight years old as he recalled flying it when it was brand new. The business class seats were abysmal. My seat was at the window facing backwards. With the divider down, which had to be in that position for boarding, taxi, takeoff and landing, I was literally just a few feet away from the person in the aisle seat who was facing forward. We both couldn't help but stare at one another. It couldn't be avoided. It was horrible. The service wasn't all that good either. The flight attendant did a pre-dinner drink. When she came back to ask for my choice for dinner, she said none of my selection were left. I was a little upset as nothing else appealed to me. She then came back later, and said the other part of the aircraft had more of the meal selection I wanted. I'm not sure why they didn't coordinate that to begin with. I was NOT offered any wine or other drink with dinner. The meal was put down in front of me and the flight attendant never came back other than to clear the tray. Overall, this flight was not very good. I fl

ew over on American and back on BA and paid \$6000 round-trip. I'd fly American again. My preferred carrier is United or Lufthansa. I'll never fly BA again.',

✓ Trip Verified | I was going to fly to Frankfurt from Glasgow over London but the flight from London to Frankfurt was cancelled. This meant I had to stay overnight in London where I have no accommodation etc. As I was rebooked to a flight from London City airport which was more than 2h by train I had to get an uber and then take a hotel for £250 in total (London prices). I was reassured over the phone that I would get all the money back. My flight from London city airport was then cancelled again and rebooked to London Heathrow but two days later. I then cancelled that flight and rebooked a new one with Lufthansa as I urgently had to get to work and needed the money. I never received the money back for the hotel, compensation for cancelled flight 1, compensation for cancelled flight 2, the extra food I had to pay for, the uber, or the actual cost of the flight. I was first transferred 3€ by British Airways. They stopped replying to me and told me the issue was "weather conditions" although other non-BA flights were going. I lost over £700 in total and never got compensated for the loss of a work day either. It just really feels like they don't care about people. Worst service/airline ever.',


✓ Trip Verified | Much better experience this time around. Flew CPT to LHR on a new A350. Checkin was efficient. I used the Bidvest lounge at CPT as it is better than BA's lounge. Boarding was speedy. The new business class club suites are very good. Slightly irritating to be directed to the wrong seat (1A instead of 1K) which meant that after settling in the passenger in 1A showed up. We arranged a seat switch. Second time in a row it has happened. Why can't BA staff memorise which side of the plane is which and get it right? Captain's announcement was short and on point. Welcome drink was served at the correct temperature i.e. cold (first time ever for me - previously BA has always served the welcome champagne warm). IFE system was good - everything worked as it should. Felt slightly cheap that business class passengers have to pay for wifi. I did not bother. Cocktail was good. The nuts came on a cheap plastic tray which was naff ... other airlines bring out something classier. A female flight attendant came to take my order and I asked for Rooibas panacotta and the chicken breast. She repeated back to me "so you want a P and a C". It was such a bizarre thing to say that I misheard. I thought she said "so you want beef and sea"? Confusion reigned until she explained to me she had a checklist of passenger orders and they abbreviate to first letters so she was saying "P" for panacotta and "C" for chicken. But how bi


zarre to repeat back an order to a passenger in code. Why not just say, "so to confirm panacotta to start and chicken as your main dish", like every other restaurant / airline does in the world? The internal coding of food ordering is exactly that - internal. She even looked irritated at me that I did not understand her jargon first time. The food, when it came, was excellent. Much much better than recent flights. I read somewhere that BA changed caterer. If so, it shows. The panacotta was superb as was the chicken ... good restaurant quality. The wine was OK to good but definitely not good to excellent. I feel that while the food has got better in BA business class, the wines have got worse. Certainly compared to Air France which I have also flown recently. The wine was brought out on time (not after I finished eating as it was last time I flew BA business). Cheese was also good and not teeth crackingly cold as last time. I had a good night's sleep. Plenty of snacks out if you wanted them (and they did not run out). Breakfast was excellent and the coffee was hot (previously it has been lukewarm). So all in all a vastly improved service offering. The staff seemed rushed off their feet ... it would not hurt to have an extra flight attendant to look after so many business class seats. Overall summary: vastly improved passenger proposition. It would be 10/10 but I deduct a point for showing me to the wrong seat and another point for the bizarre interaction with the female flight attendant who repeated my food order back to me using internal jargon codes.',

✓ Trip Verified | Once again a terrible business class experience with BA. The flight was delayed by 4.5 hours, The plane was very old with problems with at least 4 of the seats in business class not cleaned properly prior to departure. Food was terrible as always with BA and only one choice available from advertised menu. As a result of the delay we missed our connecting flight from Heathrow and instead of putting us on the next connection they chose the second last flight of the day - which was also delayed by over an hour meaning we had an additional 4 hour delay whilst at Heathrow. At no point were we advised about our compensation rights (despite asking at check in and connections) or provided any vouchers during the delays. Having flown Etihad, Qatar and Virgin business class equivalents over the last year it is clear to see how big the gap now is between BA and its rivals.',


✓ Trip Verified | BA A380's are showing their age, hopefully they will update the interiors soon because it was a let down especially when the flight lasts 11 hours. Cabin crew were good and helpful. Dinner was ok but the breakfast was grim. On board entertainment was not the latest and seat back USB points didn't work. The only upside of BA is that it is


only 1 of 2 airlines who fly this route directly and their pricing reflects this, if you're prepared to lay over then there are better airlines out there.",


' Trip Verified | \xa0 \xa0Credit to BA - Flew to Singapore recently and also back from Doha to London and both experiences were great. Service was fantastic as was the quality of the food, entertainment and was left feeling BA have got it together after a few previous below average experiences. You definitely notice the difference with the staff on BA - Far more approachable and outgoing compared to the cold and corporate middle eastern airline crews. Nice one BA for 2 great flights.',


' Trip Verified | \xa0 \xa0The check in area for premium classes at Gatwick is very nice, and there was no queue when I arrived so I was able to drop my bag very quickly. Premium security at Gatwick is fine. The flight was delayed due to NATS issues, but the member of staff on arriving at the lounge let me know of this. The lounge is nice and it's very comfortable. There was an excellent range of food and drinks. All the drinks you would expect. Food wise there were sandwiches, soup, pasta, salads, fruit, Spanish stew, as well as turkey and ham pies with mashed potato, roasted parsnips and carrots and gravy. It was all really good and particularly nice to see so many options. Boarding was pretty slow, although the gate crew did a good job to keep it well organised and allow priority passengers to board first. As has been well documented the onboard experience in terms of seat on BA Europe business is pretty poor, but in line with other European carriers sadly. That being said, the seat is well padded and comfortable and the adjustable headrest is quite good. The onboard catering was of excellent quality. I was lucky to get my preferred option of the roast turkey, but several people sat near me weren't as lucky. I do understand that meal options may run out but when the meal options are roast turkey with all the trimmings, vegetarian cottage pie or a chicken salad you really should be stocking enough for every passenger to get the proper meal. Or failing that, allow an order in advance service where you then only stock the meals that people want to eat. Whilst I fully support the desire to minimise waste, both food and cost, people really should really be able to get the ideal meal option. Unfortunately one of the people affected reacted very badly to this and took it out on the cabin crew which is unacceptable.. they also lost a bit of perspective about just how serious a situation it actually was! The cabin crew were very nice, friendly and professional, if a little slow.. but not to the point of detracting from the positive experience I had. The ground service at Gran Canaria was pretty poor, priority bags clearly meant no

thing. 95% of bags coming out were not priority, mine came out about halfway through bag delivery and demonstrates poor delivery of service and not fulfilling on the service they promise to their customers. Overall though it was a very nice flight, and having paid for it using avios and £1 I cannot complain at all.',

' Trip Verified | The flight took off a little late due to Heathrow congestion but still landed on schedule. Boarding was smooth and the onboard service was efficient. A small snack was served for free with a bottle of water; additional items were available for purchase. The cabin and toilets were very clean. Overall an unremarkable flight but in a good way!.',

' Trip Verified | BA is great in the air! But... they sell you connections thru London Heathrow Terminal 5 (their private, BA-only terminal) which you are practically not able to make. 90 minutes stopover time, European flight inbound, transatlantic flight outbound, you arrive at the terminal gate ON TIME and... book, security! Endless line, slow process. Your boarding starts and you are nowhere near the X ray, and then.... it is a train ride withing the same terminal (but different, distant buildings). Almost impossible to make. Lots of stress.',

" Trip Verified | I had broken my leg 2 days before our return flight from Lisbon to London. I called to get some assistance from British Airways, hoping for wheelchair assistance, an easier seat to get to, or possibly an upgrade so that I could stretch out my broken leg, which was in a cast. This airline failed on all fronts. Quoted us a price of €6,000 each (I was traveling with my husband), which we could not do. Almost didn't let me on the plane, trying to interpret my medical report. They did not attempt to change our seats, which were near the back. The single concession they made was to allow me to board 1st, but did not offer a wheelchair, so I had to swing myself down the aisle to my seat using the arm rests of all 21 rows before my seat, as the aisles are not wide enough for crutches. Might I add, I am nearly 70. Had to exit same way. No wheelchair waiting for me at Heathrow, had to hop onto bus with crutches to change terminals and nearly took a tumble doing so. Took so long to get a wheelchair that they had to hold my connecting flight (on another airline) for me and we were last to board. That flight had allowed us to upgrade to business class, for a reasonable price, and took great care of me.",

' Trip Verified | Check in at MIA straightforward. BA use American flagship lounge near gate D30 which is excellent. Flight delayed but only by 1 hours. Boarding chaotic. On board staff were fine. Seat was fine too but product ageing. Pos

t take off service prompt. Slept for 6 hours. I noticed that in club world BA have ditched rose champagne which is a shame. Pre arrival breakfast was ok. Slow to deplane. Luggage of f ok.',

✔ Trip Verified | Never I saw such a terrible customer experience. The plane landed already 30 minutes late: despite any operational delays, the boarding took over 1 hour because the crew did not know where to place the luggages. After this long 1 hour boarding process, the captain did not apologise. This is extremely frustrating when this occurs on a night flight, forcing passengers to lose train connections to home.',

✔ Trip Verified | Having not flown with BA for a few years, I read some of the reviews in preparation, needless to say I boarded this flight with low expectations. I was pleasantly surprised as the flight was ok. We left LHR a few minutes early and arrived at JNB ahead of schedule. Cabin crew, although not as good as some carriers were attentive and professional. Onboard catering was a disappointment as if you were unlucky to miss out on the chicken you were given a very sloppy pasta. On board entertainment has never been BA's strong point and sadly that hasn't changed. Unfortunately BA is not the prestigious carrier it once was but its not as bad (from my experience) as some reviews suggest.",

✔ Trip Verified | Dear Community I feel compelled to share the utter frustration and disappointment that defined my recent travel experience with British Airways. Buckle up, folks; this one's a rollercoaster. On July 16 and 17, 2023, I had the displeasure of flying with British Airways on BA709 and BA7, and let me tell you, it was a nightmare. The initial flight from Zurich (ZRH) to London (LHR) on BA709 faced a seemingly unavoidable one-hour delay upon arrival at LHR. This, of course, resulted in me missing my connection to Tokyo, triggering an automatic rescheduling of my flight to Tokyo (HND) via Beijing with Air China. Oh, but the fun didn't stop there – flight CA183 was also delayed, turning my 16-hour delay into a grand total of 23 hours, finally arriving in Tokyo at 23:00 instead of the promised 7:10. And the cherry on top? My four checked-in suitcases decided to take a detour and didn't join me in Tokyo, forcing me to waste an additional two hours filling out forms at the baggage center. I finally got my lost luggage back on July 23, because why make it easy, right? But wait, there's more! My return flight from Tokyo to Zurich (BA8) on August 8 also danced to the delay tune, making me question if punctuality is just a myth for British Airways. The cumulative impact of these delays torpedoed my vacation plans, stealing a whole day of scheduled activities, including a guided Tokyo tour. As if that weren't enough,

I had to dig deeper into my pockets for unforeseen expenses—extra airport transfers, tour operator assistance fees, emergency purchases, airport meals, and international calls for rearrangements. The lack of assistance at LHR airport was the icing on this bitter cake. Installing the BA app just to get basic information about alternative connection flights was a hassle, and the fact that no BA clerk could provide this info in person was downright infuriating. British Airways, you've left me with a sour taste in my mouth and a dent in my wallet. Here's hoping you take this feedback seriously and step up your game because right now, it's not a good look. Frustrated and fed up, Bert",


✓ Trip Verified | Quick bag drop at First Wing but too many passengers so had to use fast track security in main terminal. Direct entry to Concorde room outside security south. Ate excellent breakfast which was served promptly. Concorde room is a nice place to wait for a flight there is some interesting memorabilia and an excellent bar. Boarding from c gates was disorganised and slow. On board cabin crew excellent. Good choice of beverages and these were of high quality. Food was good. Seat comfortable. No first bedding provided. On time arrival into Miami. Baggage took 1 hour to arrive',

✓ Trip Verified | 4 Hours before takeoff we received a Mail stating a cryptic message that there are disruptions to be expected as there is a limit on how many planes can leave at the same time. So did the capacity of the Heathrow Airport really hit British Airways by surprise, 4h before departure? Anyhow - we took the one hour delay so what - but then we have been forced to check in our Hand luggage. I travel only with hand luggage to avoid waiting for the ultra slow processing of the checked in luggage. Overall 2h later at home than planned, with really no reason, just due to incompetent people. Service level far worse than Ryanair and triple the price. Really never again. Thanks for nothing.',

✓ Trip Verified | I recently had a delay on British Airways from BRU to LHR that was due to staff shortages. They announced that there was a 2 hour holding delay but they would board us immediately in hopes of clearing the gate and leaving early. We had to wait the full 2 hours inside the airplane. The plane was old, dirty, had no power at the seats. The staff provided a small bag of pretzels and 250ml of water to the passengers for 2 hour delay and 2 hour flight. There were no options to purchase food or drink. There were no entertainment options available. I am a OneWorld emerald elite member but they do not upgrade members based on status. First class lounges at Heathrow are overcrowded, understaffed and poorly equipped. The help desk is completely unhelpful when an error arises with delays and cancellations - even when hav

ing the top status. The Avios points system has been devalued to near worthlessness and requires fees to book reward that nearly equal the price of the revenue ticket. British has lost its way in recent years and has moved from a world-class airline to a budget airline with much worse service and timeliness than Ryanair or EasyJet.',


'Not Verified | Boarded on time, but it took ages to get to the runway due to congestion. Flight was smooth and quick. Snack and drinks were good for a short flight. Landed only about ten minutes late. One bag of three left in London, forms quickly filled in, and the bag was delivered the next morning.',


" Trip Verified | 5 days before the flight, we were advised by BA that it had been cancelled and asked us to rebook. There were flights 1 hour before and 1 hour after our original flight but they made us take one 3 hours earlier. Our original ticket (and the return flight a week later) included a checked bag. When we arrive at Heathrow to check in we are told our ticket doesn't include a bag and we will have to pay 75 pounds each to take them. We explained that the original ticket had the bags and when they checked the system they confirmed that it did- but not this one! They would make no effort to sort it out and just told us to pay up or they would remove us from the flight. So we had no choice but to pay up, thinking it should be pretty easy to get a refund. 15 months and 10 emails later we have still not seen a penny. Every time I ask where my refund is and state how long we have been waiting I get an inane email saying some departments take longer than others to respond! Absolutely hopeless airline to stuff up the booking in the first place and even worse customer service to not even attempt to solve the problem at check in even when they could see the mistake THEY had made in their system, compounded by being unable to investigate a very simple claim, and refund me 150 pounds in 15 months.",

'Not Verified | \r\nWe traveled to Lisbon for our dream vacation, a cruise to Portugal and Spain. Our friends did not EVER get their luggage. It was a two week cruise. Two weeks without a change of clothes or her CPAP machine. Contacting customer service was a nightmare. We never talked to a real person. Very little effort was put into getting them their bags. In one port we were on the ship and the bags were at the airport. The airlines did not deliver the bags nor did they tell our friends that they needed to go get them. The airline couldn't be bothered to take the bags from the airport to the ship. BA says it is their policy to get you your bags within 72 hours. That is a joke! It's been over two weeks and they still don't have them. They are back home in the US a

nd last they heard the bags were in Lisbon! If your have a choice, do not fly British Airways. Customer Service is non existent!','

' Trip Verified | Booked a flight from Bucharest to Manchester with a 2h 45' layover at Heathrow. Flight was delayed from Bucharest because of ATC strike. Arrived at Heathrow 40 minutes later than scheduled and still had enough time to catch my connecting flight. Unfortunately we were stranded in the plane and waited a very long time to disembark the plane due to lack of staff or slot shortage (it's a common problem with BA at Heathrow). I missed my connecting flight because of their delays and they told me I had to wait all night in a freezing airport for the first flight the next day. There was just a shameful 10£ food voucher which is a joke considering the ridiculous prices at LHR. No accommodation offered and had to sleep in a very cold airport. I asked for compensation and they sent me a long text with the same lame excuses that they are sorry, but they will not compensate anything. I can't imagine a worst airline than BA regarding customer care. It is not about money here but rather than the way they treat customers. It is the last time in my lifetime that I will be flying this joke of an airline.' ,

" Trip Verified | Booked online months ago and the only hitch was replacement aircraft meaning chosen seats were different. I was informed of this prior to departure so could amend. Bag drop at MAN T3 wasn't smooth but I suspect that was MAN fault. Shuttle boarding was slow and delayed meaning a rush at LHR T5. The flight to CPT was full but we left more or less on time. The cabin was clean and PE was what we expected, sufficient leg and arm room plus a few little perks with drinks. Only complaint is the seats actually recline too far. Staff were very good during the first few hours of service, especially George. Food was quite tasty but one option wasn't loaded. Breakfast was also quite tasty and we landed on time. The fly in the ointment is both our cases arrived late on the carousel and only later did we notice both had been broken into, likely at CPT. All in all a pleasant surprise."

' Trip Verified | The flight was on time. The crew were polite. It was the same story on my outward flight. I find that BA in Europe is generally pretty good, though I regret that they have substituted Prosecco for Champagne on the list of drinks you can buy in economy! So many complaints about BA and other airlines revolve around lost luggage that I never check in bags, even for long trips.' ,

'Not Verified | Angry, disappointed, and unsatisfied. My route was from London to Atlanta. My suitcase was not boarded, therefore not landed with me. For both comfort and safety

reason, a bag always fly with its passenger and that did not happen. Claims and few phone calls were made by desk assistants who answered my questions unprofessionally and miserably. Certainly, I was left with nothing but my backpack which contained not more than few snacks. Neither clothes nor anything else was ever provided as an apology. Meanwhile, I was also told that my bag would have been delivered through the next 24 hours which also did not happen. British Airways is a great airline to fly with but its organization, when it comes to customer service, is poor and uncertain. Still waiting for my bag.',

✓ Trip Verified | As an infrequent flyer, British Airways was always my first choice. With some reassurance and comfort of service, quality, luggage allowance etc. In fact I've never flown with the budget airlines. My most recent flight has now changed my view and causes me to reflect on what am I actually getting for my money and is BA what they once were. While the flights were around an hour delayed both ways, the cabin and ground staff service were ok. It is the facilities (or lack of) that I am most disappointed by. The flight was Approx 4 and a half hours and the only thing offered was a half cup of water that was poured out and a bite sized banana slice of cake. In fact on my return journey I wasn't even offered the water! To top it off BA no longer have a media screen from which you can select something to pass the time away. There wasn't even the obligatory flight journey. The WiFi was poor. I couldn't even access the shop. However, for a fee so much more was available. This explains BAs record profit of £1.52bn. So, the question is, what am I paying for? I will now for sure opt for the budget airlines. They are transparent with what they offer and what you have to pay for, which I can decide to choose or not. As BA now stands for Basic Airways I'll go elsewhere and get basic for cheaper.',

'Not Verified | A totally unremarkable flight, on time, as comfortable as European configuration goes. No catering due to the storm - effect greatly exaggerated. This was advised by email, and a euro 15 was provided - not easy to use - but lounge made up for this loss.',

✓ Trip Verified | 1. Ground crew in Heathrow left 60 passengers luggage. We had 3 bags. 2. The Heathrow ground crew left 1 of ours behind after the 1st two were received the next day. 3. The Heathrow ground crew lost our 3rd bag 4 times and we were on the phone with them for over 3 hrs over the course of the week! 4. Due to this, we had to spend \$500 on health and beauty items for my wife on our cruise. 5. British Airways said they MIGHT reimburse after 3 months. 6. We had to spend \$100 in cab fare to Barcelona because the Barcelona ground crew (Iberia) claimed they had delivered it to us. 7.

Heathrow ground crew made us 15 minutes late arriving back into Heathrow after our cruise. We actually landed 10 minutes early, but those incompetent people still were not ready for us. 8. The Heathrow ground crew caused us to leave 45 minutes late even though ALL passengers were boarded and ready 15 minutes before the departure time. This will probably mean we will miss our connection in Anchorage. BA clearly does not care or know how to operate a ground base...shameful. BA is a joke and should be embarrassed they can't operate like a normal airline. They do not grasp the concept that even a small hiccup can cause mass ripples of chaos to other people.",

✓ Trip Verified | London Heathrow to Gibraltar on 24th October 2023. I shall start by reference to the booking process. I used the BA website to reserve the seat and food the website to be easy to use and clear in every aspect. The flight was due to depart from terminal 3 but the passengers were bussed for a good 15 minutes to a different part of the airport where the aircraft was on a stand. When boarding the flight the cabin-crew kept a very low profile and this was maintained during the entire flight. The captain made 3 brief announcements during the flight. There was no in-flight entertainment. The seats were clean and comfortable enough for a short flight. The lack of catering was overt. Other than a tiny bottle of water and an inedible "breakfast bar" one had to use an online system to order even a drink and of course pay for it too. The passengers next to me could not use the online system as it does not seem to work and the cabin refused to sell them a coffee because of this fault. Moreover, the USB charge points did not work either. Given the early hour of the flight it is a poor show that there are not even for sale items available from a trolley service. The system BA have in place is not good enough. The flight arrived on-time. The disembarkation was inefficient though and poorly managed and the crew were not to be seen. The crew were wearing the new BA uniform and it seems to reflect a downward trend of the airline. To be candid, there was any difference between this BA service and that of so-called "budget" rivals. On this route BA have a monopoly and so I did not have an option to use the services of a different company.',

✓ Trip Verified | First time flying British Airways and I would not hesitate to fly economy with them again. Flight attendants were pleasant and efficient. Excellent special meal (low sodium). Comfortable space in economy. One of my better flights.',

'Not Verified | I flew London to Cairo and return in October 2023. It was basically a perfectly good pair of flights in Economy, with pleasant and professional cabin crew (especially on the return journey). Being only 1.73 m tall I have n

o problem with legroom in the back of the plane, the seat was OK if getting a little numbing after 5 hours, and the return of a rather good included snack box and drinks was welcome. However, it must be said that the value for money was poor: with a checked bag on the return leg only, this was a nearly £700 ticket. And although I am content to pass the time by reading or sleeping, it was surprising to find no in-flight entertainment on 5-hour flights. However, overall I would still recommend BA and would do so even more enthusiastically if it was more sensibly priced.',

"Not Verified | Absolutely the worst experience ever. Flew into Heathrow, no problem. Waited for 5 hours, three extra hours, for our connection to Porto then they cancelled the flight. Scrambled for a hotel and a new flight the next day. They routed us through Madrid the next morning. That flight was 1.5 hours late so we missed our connection to Porto. Because we missed the connection (their fault), they cancelled our return flights. After two hours on the phone with customer service from the Madrid airport, they booked us a new return flight, then they made us pay \$ 1300 to fly from Madrid to Porto. Then, for no reason they cancelled our return flight again! After hours, and hours and hours with customer service, we finally got a return flight five days after our original return flight. Meanwhile, they lost my wife's luggage. We finally got it 15 DAYS after they lost it. Return flight? More problems with our reservations. At no point was British Airways helpful. They left the onus on us to fix their mistakes at every turn. They completely ruined a three week vacation and they don't care. They wouldn't even let us speak to a supervisor or manager. Awful, bordering on passenger abuse.",

"Not Verified | Flew back from Malta after scattering our son's ashes at his favourite spots. When we boarded the aircraft for our return flight my wife became upset. A member of the cabin crew noticed this and immediately spoke to my wife and tried to reassure her. Her name is Tracey, an exceptional crew member. I noticed she spoke to other travellers in a courteous manner and was friendly. Each time she passed my wife she asked how she was and would she like anything. This kindness made a difficult time easier for us both. Aircraft seats were comfortable and service good for a 2hrs. 45mins. flight. Thank you B.A.",

'Not Verified | Cabin luggage had to go to cargo, even when I said I carried medicines. There was no time to get them out the hand luggage. The economy seats with Virgin Atlantic, KLM and even Ryanair have more space. Luckily it was a short flight.',

 Trip Verified | I have been using BA for a while now a


nd on average I cannot say that I am pretty satisfied. BA somehow experience cancellations and delays most of the time. Second, the in-flight service is usually weak. Food portions are small and cabin crew is not very helpful especially when it comes to drink requests. The screens in the A380s should be renewed as they are full of scratches and same size as A321s. Especially in longer flights, the entertainment system becomes more important. There is also no welcome package except for pillow and small blanket. I would expect more from BA. If you are flying from the US to anywhere except the UK, I would recommend considering other airlines. But if you are flying to/from UK directly, then BA could be one of your choices.',


✅ Trip Verified | I flew from Istanbul to London in Business class. For more than half of the flight a child was watching an iPad very loud with no phones plugged in - it was three rows in front of me and disrupted my flight as I could hear it above my headphones. Staff thought this was fine and refused to tell the mom to turn it down. Why is this acceptable on a flight especially in business class? Has this airline turned into a zoo? Are staff given no training in customer service? Why is a child allowed to disrupt other passengers? When I told the staff she just laughed at me. BA customer service is a disgrace. I've not even mentioned the food but it was bad, really bad.",


"Not Verified | I have flown on BA several times since the airline started non-stop service between Austin, TX and London Heathrow. Every year the service gets worse. I brought a tape measure with me to see how far apart the seats are in the economy section. 25½ inches. BA has removed bathrooms in order to squeeze a few more rows of seats onto the aircraft. Thankfully I'm not a big person and was able to squeeze into my seat without being too uncomfortable. When BA first started flying out of Austin, the food was great. Now, when I arrive at Heathrow, I get real food and take it on the plane with me. I don't know where or who makes BA's food, but it is not eatable. If BA did not have a direct flight from my hometown to London, I would fly with a different airline. When we checked into Heathrow, the line was extremely long and only one person was checking people in. It took nearly an hour to get to the counter. I understand airlines are making record profits and need to make up lost revenue from the pandemic, but I think BA has gone too far and has little concern for customer service in pursuit of profits.",

✅ Trip Verified | The flight departed over an hour late due to a late inbound plane. The plane was very full, and half of the economy class passengers were forced to check in their larger cabin baggage at the gate when boarding, making


a complete mockery of the hand luggage allowance advertised. Lots of passengers on board were stressed out about missing onwards connections due to the delays (and some did miss the mas\xa0their next gates had closed by the time we disembarked at Heathrow). Onboard service was ok but minimal\xa0 - BA gave up being a full-service airline some time ago. More concerning is that trying to get hold of customers services to make changes to bookings and deal with problems was non-existent. The airline seems to make it deliberately hard for its customers to contact it.',

" Trip Verified | I hate British Airways! We get to London on Oct 3 and our next flight is cancelled. We stand in line with 1200 other people to get it fixed and they tell everyone to leave the airport and call them to fix. They book us the next day..via online. Don't offer vouchers for hotel, we will miss our tour. Now trying to get home from Istanbul. Plane is here but should have started loading an hour ago. No explanations. May miss next flight. Will never travel with them again. Was this same problem April 2022 flight.",

' Trip Verified |\xa0 \xa0Our BA flight from Porto to London Heathrow T5 was operated by Finnair using a Finnair plane and crew. This had been advised by BA shortly after booking, with the option to change flights if we preferred. Although the business class cabin was of a similar layout to BA Club Europe, i.e. with the middle seat kept free, my wife and I felt the seats were more comfortable and the legroom slightly better. Service was good on board and the meal was very tasty (we chose the beef cheeks). All was good until we landed at Heathrow! Although we passed through passport control without delay, once we were at the designated baggage reclaim, we just waited and waited! After an hour and ten minutes I went to the BA baggage counter to ask what was going on. They seemed unaware of an issue, but said they would find out! Over the next hour or so various other passengers also requested information and despite various announcements and a list of different excuses it was almost 2½ hours before the bags finally arrived. Frustrating to say the least. I subsequently complained to BA, but after 4 weeks there has been no explanation just the automated message from customer services 'we are experiencing exceptionally high volumes'. This response says a lot!'


' Trip Verified | The customer services (call centres etc) are atrocious and sometimes callous. They just don't care. Long waits to speak to anybody, who then have no power to actually solve anything, and the calls just cut halfway without resolution anyway. If the flights are cancelled (as were my original ones) you're really left on your own and nobody cares. The onboard services are so-so but for short haul it'


s now "semi-low cost" which is confusing as you never know what to expect. This time we were given a bottle of water and a (very) small snack, whilst anything else had to be paid for. And yet on some other flights apparently you have to pre-order any additional food. It's confusing, which makes it not dependable. Cabin baggage is in theory generous compared to competitors in economy but then they asked more than half the passengers on this flight to check in the cabin baggage at the gate due to lack of space in the overhead cabins, leading to long boarding delays. Their whole offering hasn't been thought through very well. The USB power supply did not work throughout the flight (contrary to the announcement that the power be available after the seatbelt sign was turned off) so it was pointless providing the sockets in the first place. Not my first choice airline on this route and am just trying to use up most of my Avios points before I totally abandon them. I fail to see how it is deemed a 4 star airline.

 Trip Verified | I am a frequent flyer with BA and have been for the last 15 years. Having noted the ratings given, frankly, I cannot understand how BA scores three stars for most aspects of its service. In a nutshell, BA has placed profit margins over passenger appreciation. This fact was hammered home on my return leg, which was not in Club Europe. Quite alarmingly, BA appears to place profit over passenger safety by extending its "Business Class" seating up to and beyond emergency exit rows and then failing to ensure those seated in exit rows have the physical capacity to actually open the door in case of an emergency. I was not at all reassured to see an elderly and slightly built woman seated with the responsibility of opening the overwing exit should the need have arisen. Short-haul business (Club Europe) is simply a joke and only useful for gaining valuable tier points for lounge/pre-boarding benefits. While cabin crew service is excellent, the lack of space and reduction in refreshment choices, etc. places them a million 'air' miles behind competing airlines, such as Qatar, Turkish or Emirates who understand the true definition of customer appreciation and hospitality. BA has consistently eroded the value of their Executive Club and seems to be of the impression that recent changes in obtaining avios points during the booking process benefit passengers - really? I want to support BA and did enjoy flying with them up to the point when they started penny pinching and became more deserving of the name "Budget Airways" The attached photos taken during my most recent itinerary highlight the difference in customer care/appreciation between British Airways and another airline used in this trip. Both flights were around 4 hours in duration, on the same day. Guess

which one is shows BA\'s in-flight offering!\' ,

"Not Verified | Flew with BA to Punta Cana. Took the trouble to reserve seats for both outbound and inbound flights. On boarding at Gatwick, realised we had been moved to much less good seats with other people sitting in the seats we had spent a lot of money reserving. Apparently there has been a change of aircraft and a number of passengers had been automatically reallocated seats for no particular reason. The crew said there was nothing they could do (although of course they could just have swapped us with the couple using our seats). We were told to claim a refund on return home. We did this via a complaint form. As BA offered us £100 in vouchers. We didn't accept this as it was less than the cost of the seats and also naturally we wanted our money back. We eventually got it but not without a fight. Very second rate shoddy airline." ,

' Trip Verified | They downgraded me from business to premium economy. They took three months to get back to me and offered me 200 pounds or 400 AUD. The difference between business class and premium economy (which I never fly) is \$3000 AUD and the difference between economy and business is \$6500 AUD. They owe me at least 1500 pounds and to be very fair 3250 pounds. The downgrade was insulting and incredibly painful as I had a recent cancer operation and have a back injury which I have pointed out to them - I need to lie down. The wait for them to get around to me has been numbing. The insult of their offer has been the slap in the face to continue my degradation. The people I have dealt with at the airport have been down to earth, honest hard working people. The actual staff on the plane were warm and friendly - and helpful. The systems under which BA operates are some sort of medieval torture.' ,

' Trip Verified | The already delayed aircraft landed and apart from the small BA logo on the rear of the fuselage, there was no indication as to whom the carrier really was. Boarding turned into a farce with passenger groups being told to wait in one queue in order to board, only to be informed we were on the wrong place and our boarding wasn't allowed yet. The interior cabin was reminiscent of a BA cabin from twenty years earlier except the tight legroom and uncomfortable seating which made a budget airline feel luxurious. The crew were not BA but from an unknown charter company. Service was slow, and as usual, choices of food to purchase ran out before they'd reached row 24. I requested a cup of tea which never appeared. Thank goodness for my airport purchased water and the tiny offering of pretzels. The over officious senior flight attendant, who'd been facilitating in 'Club Europe' appeared in economy and immediately slammed down the

armrests (whilst still in mid flight) making an already uncomfortable journey feel worse. "Cattle class" was definitely that! To say I was happy to land and disembark was an understatement. Never again BA, never again!'

✔ Trip Verified | Caught up in the Gatwick cancellation fiasco; at some point between what was smooth check in (unable to do online as part of group travel) and security, the flight was cancelled; (we were denied entry to security and departures as a result). It was at this point that we discovered BA Gatwick are not BA, but a masquerade, who are unable to help and provide very little assistance unless the 'real BA' provide information, and even though our baggage was now airside, didn't have a clue as to how we could get it back. It is, however, with thanks to a supervisor from Business Class check in, who came to our assistance and help with our predicament- baggage retrieval, information on what to claim and how, and our revised BA flight from LHR the following evening. (Difficult to give a rating for cabin service as we didn't even board the aircraft)",

✔ Trip Verified | BA has a real problem with boarding it's flights. Those who get on first fill the luggage bins with 2 bags, one of which is supposed to be small and under seat only. Cabin staff don't bother implementing their own rules. Subsequent passengers mill up and down the aisle, bumping into each other, searching for space. Boarding this flight took an hour as a result of this nonsense. The incoming flight was late already so our 90 minute flight was 90 minutes late.",

✔ Trip Verified | Our connecting flight from London to Glasgow was canceled and we were forced to wait 12 hours in the airport for a new flight. When we received our luggage at Glasgow we discovered that our luggage was soaking wet. My wife's luggage contents were wet and had to be air dried.',

✔ Trip Verified | The worst airline I have ever flown with. Allocated the very back row next to the toilets and galley. No chance of getting any sleep, question asked of possible seat movement ignored and getting bumped the entire time by cabin crew walking or pushing kart up and down aisle without one apology. Would have been better sitting in the luggage compartment.',


✔ Trip Verified | Excellent service levels, proactive crew and superb food and beverages. I found all aspects of the service to be superior to BA business class, even the new BA Club Suites. First Class felt exclusive, the dedicated crew were clearly used to working the premium cabin, enjoying their work, were proactive, friendly, very respectful and the food and beverage offering a considerable step up from business class. The seat, with sliding double doors was spacious

s, well designed and very comfortable. British Airways offered a solid First Class service, from Concorde Lounge to boarding (which was actually by group number for a change) to the very warm and genuine welcome on boarding. A consistent, solid, comfortable service from start to finish and if the price was right, I would not hesitate to book First Class with British Airways again.',


"Not Verified | Booked a very special holiday for me and my partner, September arrived and we were on our way to lovely South of France, Booked Business Class for us both to start the holiday right. As we were checking I was told the flight was over booked and our seats wouldn't print onto the ticket for some reason. We had already made sure the seats were booked when we had booked the flights nearly a year prior to going. Unfortunately when we arrived at the gate we were then told we would no longer be sat together and one of us would in fact have to go into economy. My girlfriend is an extremely nervous flyer and so had to take extra tablets to remain calm, She didn't have any food which we had pre booked also and she was sat right down the bottom end of the flight. We were held at the gate with another 4 or 5 couples all in the same predicament all due to the lovely money grabbing British Airways over booking the flight. They ended up refusing passengers in the end and even had people sat on the fold down chairs in the toilet area. When we eventually arrived in France late, we was waiting for our luggage to come. Our air tags stated that both our cases was in fact still in Heathrow. We then had to wait 4 days for them to eventually come in to France by this point our holiday was ruined. British Airways was absolutely shocking, we couldn't speak to anyone as all the phone numbers were no longer in use. We felt stranded in a foreign country with no clothes and no one to help us with what to do next. Every day we watched them case not moved as we were tracking with air tags. it was so frustrating not being able to plan our days in hope we would get the call to then drive all the way back to the airport 2 hours each way to collect our cases. we ended up going out and buying new clothes toiletries and all the stuff to make the best of our ruined holiday, saving all the receipts thinking we would be able to claim it all back. how wrong I was. British airways take zero responsibility and fob me off with going through my insurance. British Airways only pay for basic essentials, Pants and toothpaste. I filed a complaint when I got back and requested my money back for business class and they haven't even had the decency to even respond. They are an absolute joke of a company and I wish they would remove British out of there name because there is nothing British about them. Do not give them your money, they cant even look after

their staff let alone customers. Oh and don't bother trying to cancel your flight either as they just take all of your money off you and give you nothing back.",

'Not Verified | Just returned from Chicago, flew out 10 days ago on American Airlines absolutely superb in every way, had high expectations on return flight with BA.\u2028What a disappointment.\u2028The Airbus A380 may be nice from a pilots perspective but as a passenger it was awful.\u2028Very uncomfortable seats, the inflight entertainment and flight tracker failed to work throughout the flight, the inflight meal was inedible and the service was mediocre at best. Our short flight from Heathrow to Manchester was much improved, very welcoming and attentive in flight staff and the flight even arrived early. In future we will travel with one of the American carriers. ',

' Trip Verified | BA standards continue to decline every time I fly with them. This time, a 45 min late departure, which seems the norm for BA, and no information from the rude and clueless boarding gate staff. The Club lounge was overcrowded, dirty and grubby and cleaning staff could not cope. How many more cutbacks is BA going to apply before they become truly low cost. As a 35 year veteran user of BA, while people complained of Alex Cruz cutting costs, the past 3 years has seen them decline very quickly under their latest CEO. One reads the occasional article about BA improving things, but I have yet to see anything substantive. There seem to be few British staff left amongst the cabin crew, so maybe time for a name change and give the flag carrier status to a proper low-cost - and sadly the staff service has declined year on year. Onboard, the catering remains poor and surprised that Do&Co can produce such rubbish meals when I have sampled their Turkish Airlines equivalent in August that was superb - guessing BA are too tight with their budget. Onboard WiFi service is a joke and should be avoided.',

"Not Verified | Awful. Business class check in queue just as long as for economy, probably because half of the desks were not staffed and Terminal 5 is chaotic. Business lounge overfull, couldn't get seats. Delayed flight, unmanaged chaos at the gate. No drink on boarding, first drink served an hour after take-off. The meal was poor, used to get better in economy on other airlines. British Airways has won the race to the bottom of the cheapskate stakes. Not looking forward to the flight home.",


" Trip Verified | Not a reliable airline. You cannot trust the timing at all. I had a 6.45am flight, boarding was on time, but then we are sitting in the plane for already (1.5 hours) and the expected departure is still not clear. They have discovered the engine is not working! I am risking to be


late for a business meeting in Geneva. How come they bring a not working plane to the gate. The funny thing is that I had another business trip in spring 2023, also with BA to Amsterdam. When I arrived to the Airport that time - I was told I don't have a seat. I was put on the next flight in several hours, which should have get me to the business meeting late, but still not too much. A lot of stress. In the end, on the second plane we were sitting in the cabin for 1.5 hours and I have missed the meeting. I thought it was a dramatic unlucky case that time, but today I see it's routine for BA not to fly on time.",


✔ Trip Verified | I take comfort in reading the last ten or so reviews to see I'm not the only traveller to put in words, how absolutely abysmal British Airways are! The only reason we are stuck using this awful airline is to use up points. We booked Club Europe months ago. London to Athens, sat in row 3 and told they had run out of food options, only choice was lentil pie or green curry. Returning Athens to London Club Europe. Couldn't check in online as promised so arrived at the airport 3hrs early. To be told they had overbooked the flight and basically we were being 'bumped' to economy. This airline fails to deliver time and time again. It is a national disgrace and I implore everyone to choose an alternative. ",

✔ Trip Verified | The worst journey in my life. The connection time at LHR was only 1 hour, but the flight from MXP was on delay. I had to rush to change terminal by train and arrived risking a heart attack. After that the plane just stayed there for another 40 minutes. Despite that, upon arrival at SJC my baggage was lost. I filled the form and gave to the employee. I was not given any receipt, so I did not have any reference number. BA phone number at SJC simply never answer. I called twice the toll free number and realized they did not record the delivery address. I had to enter myself online, dealing with a shitty website. They delivered the baggage three days later. I claimed for compensation online, as I had to buy clothes and other stuff and I did never get a receipt. I was expecting an upgrade for the flight back to MXP, but nothing happened, neither they allowed me to enter BA lounge at SJC. Bad customer service. The only positive side was price, but obviously this cannot justify this treatment and if I knew , I would never flown by BA. Never again! ',

✔ Trip Verified | The airplanes and the lounges are worn out, old and broken. From Dallas to Heathrow, multiple first class seating and electronics were non functional and poorly designed. The first class seating from Heathrow to Dubrovnik was nothing more than a tray blocking the middle seat of a standard coach ticket. Very disappointed. ',

' Trip Verified | One of the worst experiences on the worst airline. The flight was delayed due to earlier technical issues. The time slipped from 17:00 to 20:00 to 22:00 and finally cancelled. There was zero information given. Despite paying well over the odds for business class, we were booted out of the BA lounge two hours before the flight. When it was finally cancelled, the BA staff. Without explanation, told everyone to go to a gate. After another hour or so they made us re enter the UK via passport control, a further 40 minute wait. By now the airport was closing and there was no sign of our bags or any help from BA. A passing Gatwick engineer finally helped us locate the bags. BA completely washed their hands of us and in contravention of CAA rules refused to find us accommodation. Many slept in a bus stop overnight. There were people with young children who couldn't find somewhere to stay and yet BA had closed down and left. The following day the replacement flight was also late and due to an admin mistake had no catering or liquids for a 2 1/2 hr flight. Overall the service was shockingly bad, the worst I have experienced from any airline. I will not ever use them again.',

' Trip Verified | Cancelled our flight last-minute then moved us onto a flight 2 days later operated by Japan Airlines. We had paid a lot extra for extra legroom seats as I am very tall and they assigned me a middle seat deep in the middle of the plane. Because it was operated by a different airline but booked by BA, neither BA nor the other airline could change my seat over the phone despite seats being available. After 4 hours of waiting in queues and sitting on hold their solution was for me to arrive early at the airport. I did but the seats had already been given away for free by people who had booked directly with that airline and could check in online. I got a £10 meal voucher as compensation for this enormous downgrade on a 14 hour flight. Never again will I fly BA. I would rather fly indirect with better airlines than use this disgrace of an airline again.',

" Trip Verified | I had a flight from Miami, Florida to Dublin, Ireland, via London's Heathrow airport. The outbound flight from Miami was delayed and we were further delayed when our gate was occupied when we arrived in Heathrow. The total delay was roughly an hour, but it was enough to make our connection a challenge, where we had 73 minutes between original arrival time until the departure time to Dublin. When we headed to our connection flight, we were stopped by security personnel at a checkpoint and told us that the gate to our connection flight had already closed. This was twenty minutes prior to departure time. They ushered us to customer service to be rebooked. Given the busy weekend of travel, we were rebooked on a flight at a different airport and were told

that our cost to get there would be reimbursed. We then waited 3 hours for our luggage, and then took a cab to London's City Airport. The cab fare was roughly \$500. When I filed a claim with British Airways, they refused the claim and told me that we had plenty of time to make our connecting flight and therefore they denied my claim to be reimbursed for the cab fare. This is after I explained that it was British Airways employees who ushered us to rebook the flight despite the 20 minute timeframe to make the connecting flight. The person who rebooked us, told us it was policy that they close the gate 20 minutes prior to departure. I will never fly this awful airline again. Given the other feedback on this site, it appears that that is the overwhelming sentiment.",

✓ Trip Verified | We started our day with BA in Prague. The flight actually left on time! I came to find out that's very unusual. We purchased business class seats. As you can see from the picture they hardly were business class. All they did was block off the middle seat in the first few rows and called it business class. Horrible flight. In addition I had a really rude check in clerk basically yell at me when I excused myself and asked if she could give a little bit of priority to the many business class passengers who were n't being served. Then we got to Heathrow and the real fun began. We had a 4 hour delay. They gave us about 5 different excuses for the delay. I had a few employees walk away while I was asking them questions. They were very rude. At one point there were no employees left. And from the announcements it seems virtually every BA flight was delayed. And there were no weather issues. There was no place to comfortably store items in business class. I've never experienced that before. Not even a cup holder for my bottle of water. The seat controls didn't work well. You had to keep pushing the buttons to get them to do anything. The power outlet didn't work. There was no internet the entire flight. The overhead luggage bin was too heavy. I almost got a hernia having to close it. This is a horrible airline. I'll never fly with them again. If I could give zero stars I would.',

✓ Trip Verified | I fly British Airways weekly not because I want to but because they own the route there's no other option therefore they frankly don't have to care about the customer. The flights are always delayed and it's always someone else's fault be it weather delays to incoming aircraft or flight traffic control issues I've heard it all and for the life of me cannot understand why they are allowed to operate. I've been around the world and traveled with all of the world's airlines but British Airways are really the worst of the worst. It's such a shame to have watched what used to be a good company fall down a cliff. My advice is if you have a


n option to fly with anyone else then exercise the option but if you're flying with different connections and you have a tight schedule do not expect BA to get you to your destination in time.',

"Not Verified | Everything was ok until our connecting flight in London, just before take off, we were on the runway, the pilot came on to announce an engine problem. After engineers tried to fix it while we waited on the plane for over an hour we were finally told that we would have to be evacuated and rebooked for another flight but not to worry because a special crew was waiting for us on the ground to help us and set us up in a hotel except that there was no one to help us. In fact everyone refused to help us. It was Saturday almost 8pm and they just wanted to go home. Anyone with a connecting flight couldn't rebook on the application because the app wouldn't disassociate our first flight with the connecting one in London and the staff saw this but still refused to help us. They gave us a phone number but there was only a message that said just to use the app. Finally I got someone on the phone who rebooked us for the next day. Now it's 10:30 pm and I have to find a hotel room because the airline refused also to help us with that. So i had 2 choices either sleep in the airport or pay over 700GBP for a room. I don't have the money to pay for this but after a 10 hour flight, 8 hours of jet lag and the insane stress after the fact that no one from British Airways would help us I took the room. Of course I claimed reimbursement but that was over 3 weeks ago and I haven't heard anything since so I have no idea when or how much I'll be reimbursed, even though I'm not claiming any emotional compensation from the horrible situation they put me through due to their total indifference. It's financially difficult for me right now because the money I had to put out is equal to half my salary and of course it's impossible to reach them by phone. I feel still as i did on August 26 2023 completely trapped by them and their indifference with no solution or information",

'Not Verified | My initial flight was cancelled 8 hours prior the flight. Then I was automatically rescheduled for next day. Next day, the flight was delayed leaving Hamburg and missed my connecting flight to Las Vegas. Me and several other passengers spent the night in London. British Airways provided us with vouchers but the transfer bus dropped us at the wrong hotel (closest to our hotel) and told us that we can walk there if we want to. As a result, I lost two nights hotel reservations that I made in las Vegas. I opened a claim and provided all receipts to British Airways to get refund of my hotel reservations, but over 5 weeks now, not a single feedback from British Airways. I will avoid all flights with t


hem in future, and will share this story.',

'Not Verified | We will never fly British Airways again. Our flight on July 15 2023 from LHR to LAX was cancelled 20 hours before departure without any explanation. Since 8 weeks we are now waiting for the refund and BA does not pay us the cost caused by the cancellation. Very disappointing.',


' Trip Verified | Check in and security clearance very quick at LHR T5. My wife and I used the Galleries North lounge and at 6-00am it was easy to get a seat. Good buffet breakfast options. Flight boarded on time and flight departed on time. I was seated in 4 A, the Club Europe seats on the A320 seem to be getting smaller and legroom (I am 6ft) was very tight. Cabin Crew service was fine. I chose the full English breakfast, it was ok, but there was a lot of water in the bottom of the bowl. Flight landed on time. Overall an OK flight but Club Europe doesn't feel very premium these days.',

'Not Verified | British Airways has confirmed itself as the worst airline in the UK. Last minute cancellation, no explanation, refusal to book with another airline "because we don't have an arrangement with them". What's happened to what used to be our national airline?',

' Trip Verified | Worst BA experience. I was supposed to fly out to Italy on 7 September 2023. I arrived at OR Tambo International airport ready to check my bags in (I already checked-in online the previous evening so I had my boarding pass ready). At the counter I was told that I had been off-loaded from the flight as my connecting flight has been cancelled. No information was sent regarding this beforehand. The team at the check-in counter tried to get me on another flight that evening, but there were no flights available. They did manage to get me another flight the following evening with Lufthansa to Italy via Frankfurt. However, I did miss the first part of my trip having arrived a day and a half later than I was supposed to. Upon moving the flights I did ask the BA staff whether my flights back are still valid and that everything is in order, which they assured me is correct. I have to fly back to South Africa on 18 September and upon checking my booking information I noticed on my BA account that my first flight (Milan to London) is just missing from my booking. My connecting from London to Johannesburg is still there. After spending the entire morning on the customer helpline two different operators picked up and in both instances, the moment I proceed to give my booking reference number, my call gets dropped. Currently it seems like I will be arriving at the airport again on Monday without a flight.',

' Trip Verified | My daughter and I were denied boarding on our business class flight from Madrid to Heathrow in March 25, 2023, the first leg on our return flight to Victoria,

Canada. No reason was given for the denied boarding by the check in staff at the British Airways counter in Madrid, who said they were only agents and told us to call British Airways. We were three hours early for the flight and had valid passports. After many tries we finally reached British Airways by phone, but we were told to call Expedia which had booked the flights. Expedia confirmed that we had been bumped from the flight, with no explanation as to why. Expedia then began a long process of finding alternative flights. Over the next 24 hours we had numerous calls with both Expedia and British Airways. Incredibly, the next available flights were 9 days later on April 3. This was almost unbelievable, but after many many tries it was the best we could do. Even though these were Business Class tickets. Part of the problem was that apparently rules did not allow any changes to routing for any segment of the flight. This nine day delay was a major problem for us. I had to miss work and my daughter was missing school. Further, we received no compensation from British Airways, no penalty fee, and not any reimbursement of our expenses for staying the nine extra days. After our return I began the British Airways online complaint process, and submitted all supporting documents. I received an email reply and a case reference number. And then nothing. I sent numerous follow up emails, and received no replies. It is now months later, and still I have not heard from British Airways. This is shocking, and definitely the worst airline service I have received for my thousands of flights over many decades. I am a very patient person and this is the first time I have commented on this type of forum. I think the public should be made aware of extremely poor customer service at British Airways.'

" Trip Verified | Despite boarding being the usual free for all at LHR with groups 1-3 being called to board all at once. Whilst those passengers who had agreed to check in a bag in at the gate, getting to board before anyone else! However, the service on board was impeccable. Superb crew, friendly, attentive, interacting with passengers and generally appearing to be enjoying their job. Like BA in the old days and at its best. Food choice and quality seems to have improved too (no beef cheeks thankfully) and even the Club kitchen appears to have returned. Old style Club seating, but is at least better, and feels less cramped, on the 787's.",

'Not Verified | Flight cancelled, no crew! 9th September 2023, not peak holiday period so why such bad management by BA? Sent to the gate left standing of over an hour and then flight cancelled. As were other on that day. Why does BA continue to provide such poor service - a national disgrace.'

'Not Verified | The worst service ever, my baggage did not

arrive on time. Both my flights were delayed. I will never fly them again. Even the food was bad and your service.',

✓ Trip Verified | 4/4 flights we booked this holiday were delayed about 1-2 hours. No wifi available on 2 of 4 flights Food and drinks very basic and expensive. Cannot recommend',

✓ Trip Verified | British Airways has a total lack of respect for its customers. I was booked to fly from Frankfurt Main to London City Airport, and just a couple of hours before the scheduled departure the flight was suddenly cancelled by BA without explanation, when I was already at the airport. The worst thing was the utter callousness that staff showed towards customers. The ground staff's attitude was that they are merely third party agents, not BA employees, and therefore they quickly washed their hands of us all, telling us we had to contact BA directly via phone if we wanted help. They couldn't even provide us a phone number, telling us to look it up on ba.com ! So BA abandoned its passengers. They did tell us that the BA departure to Heathrow had also been cancelled, meaning there would be no further BA flight from Frankfurt to London that day (although other airlines were still operating the route- but BA refused to rebook us on them). The reason given for both cancellations was "technical reasons". No assistance or information was provided on our rights due to cancellation, nor any information on help regarding food/ accommodation help etc. Their attitude was literally that the cancellation had nothing to do with them and it was our problem, not theirs. I received an email an hour later notifying me that I had been automatically rebooked on an alternative flight 24 hours later, which wasn't acceptable as I had to get back to London that night. I rang BA's call centre and again, they showed a high degree of callousness. 95% of the half-hour call was spent with me waiting on hold, with the phone just cutting off after half an hour, and no meaningful information given to me by that point. There was no attempt by the call operator to call me back when the line cut (and I had a solid phone signal and wifi as I was still standing in Terminal 2 of Frankfurt Main airport), even though my phone number is listed in my booking contact details. They just don't care. In the end I had to arrange my own return to London by taking a coach to Hanh airport which was 112km away , waiting there for 5 hours and then booking an expensive last minute ticket with Ryanair to Stansted. At least that flight operated on time and got me back to London! BA is worse than a low cost carrier now.',

✓ Trip Verified | London Heathrow to Keflavik, Iceland in Business Class on an A321. British Airways provides an unusual Business Class experience for intra-Europe flights. The s

eating is similar to most airlines - middle seat vacant and little extra space - but on British Airways the Business Class cabin extends to almost half the aircraft. This makes it less than a premium experience at every step, from boarding to onboard. The WiFi worked for only half the flight and there are no refunds. But when it worked it was surprisingly fast. Service on this flight was very good and we got to Keflavik on time.',

✓ Trip Verified | Mumbai to London Heathrow in Business Class on an ageing B777-200. This aircraft featured the older Club World flatbed seats. They are comfortable, there is enough storage space around the cubicle, and the monitor screen is among the larger ones I've seen on airplanes. BA's new Club Suites are said to be far superior, competing with the best B-class rivals. The entire Business Class cabin had just 2 washrooms but it wasn't an issue on this flight since the premier section wasn't at full capacity. There was Wi-Fi on board, fast enough to even send videos via messaging apps. Service onboard was competent but the staff lacked warmth. The food was alright and no more. The biggest plus of this flight is that it gets out of Bombay at 1:10 pm in the afternoon instead of the ungodly early morning hours most international flights take off from India. The airport experience is far more pleasant at this time. In summary: British Airways provides a good, but not spectacular, Business Class product.",

✓ Trip Verified | Care and support shocking. Written by a previously loyal BA traveller. Lies and misleading unprofessional service. Told that my flight was cancelled. Booked on to next available flight in downgraded cabin from business to premium economy. Called to ask why. Told technical fault with my original flight. My suspicion was another reason. At airport, check in staff said that not enough crew to staff original flight earlier in day. Why take my money and allow me to book a flight which would have allowed me to get to work as a doctor in the first place! How can you trust such an organisation to look after you as a flying customer.',

✓ Trip Verified | Flying A380 business class should be a pleasure but BA has made it a disaster with the worst seating and configuration imaginable. How could any sane person could jam so many seats into a limited space and expect passengers to be happy. Seats are narrower than economy on some airlines and you must face another person until a plastic screen is raised. The Tv screens are the size of a medium sized tablet and the controls are behind your head in a sitting position. There is no where to put anything except one small pull out draw at ground level that can not be reached when seated nor accessed when sleeping . The window seats and middle

e seats are accessed by having to jump over a passenger on an aisle seat and the seats are so low that they are hard for elderly to get out of. The whole business class set up is a sick joke. Eating is difficult because the seat is not close enough to the table and the tables are so flimsy that drinks can fall off. Are there any redeeming features - the answer is no. If you like a little comfort avoid BA like the plague.

✓ Trip Verified | British Airways absolutely does not care. My reserved seat was change from an aisle to center seat for this overnight, full flight and it was quite awful. After enquiring at LAX check in, the agent said sorry, nothing we can do. Onboard the flight the attendants seemed to try and finish the meal service at a racing speed, with meals trays passed out with no proper questions about choice. Then back and clearing trays and they disappeared to rest in the kitchen for hours after that. No water runs, if you need anything do not bother with the call bell, as they simply ignore it. I used to like travelling British Airways 10-15 years ago, but the bean counters have been in and lowered it close to a lowcost carrier. I guess staff are badly paid from their terrible attitude and service. My last trip to London was with Delta, they are so much better than this very poor excuse of an airline that British Air has now become.'

✓ Trip Verified | My recent experience with British Airways was not just horrendous, it was an utter abdication of responsibility on their part. I arrived at JFK ready for my flight to Malaga, only to find it had been cancelled with zero notice. After a draining 2-hour altercation, I was finally placed on a different flight. The nightmare continued when I landed in Malaga sans luggage, containing essentials for my son's wedding. Thirty agonizing hours later, the bags showed up—but my brand-new iPad and a special watch for my nephew were missing. The items weren't merely valuable; they had emotional significance, which made the loss even more gut-wrenching. You'd think a reputable airline would make amends for such errors. Despite the clear mishandling of my baggage by their team, they refused to offer any reimbursement or even a modest amount of airline credit. Their customer service was not only ineffective but also astonishingly callous. Their response was, in essence, "It's your fault for trusting us with your belongings." This isn't just poor customer service; it's a complete disregard for basic human decency and responsibility. British Airways had numerous opportunities to right their wrongs and chose not to. If you have any respect for your time, belongings, and emotional well-being, avoid British Airways at all costs. They not only fail to deliver on promises but also refuse to make amends when they e

rr, leaving customers to bear the brunt of their incompetence.'


✔ Trip Verified | This is to express our displeasure and concerns regarding our flight to Italy. Our trip was effectively ruined by the failure of our luggage to arrive with us, coupled with the length of time it took for it to eventually reach us (9 and 12 days)! Our departure dates: June 19, 2023 - Flight BA 294, Chicago to London. June 20 rebooked by BA on BA 546, London to Rome. All flights were late. On arrival in Rome, my wife was forced to walk to the check-in desk because our reservation for wheelchair assist from the plane was never transferred by BA. She was told by the cabin crew that there was no reservation for her transport. Also, our checked baggage (2) failed to make the BA rebooked flight from London to Rome. BA took 9 days to deliver my bag and 12 days to deliver my wife's. I called BA Baggage Claim Services daily. I was frequently cut off after waiting on hold for over an hour. We had Apple Air tags in both bags, and sent pictures showing their exact location to BA Baggage Claim several times. After 5 days, BA stated that they found my wife's bag, but needed to verify ownership! Both bags as described had bright pink 4" easily visible tags and bright pink bows. Taking 9 and 12 days to deliver them is inexcusable. Our return date: July 3 - BA 553, Rome to London. BA 297, London to Chicago. All flights were late. We arrived in Chicago more than 3 hours late, missing our ground transportation to our home in Michigan (3 hours away). We had to find a hotel and stay overnight near Chicago. On July 12 we filed our expenses for replacement of lost clothing and toiletries, also for food purchased at Heathrow due to the flight delay and overnight hotel charges in Chicago. After 2 weeks, I went online asking for some follow-up on both cases, but have had no response at all from BA. We are retirees on fixed income, and can not fund BA's errors. I can honestly say that the times I was able to reach a human being, they were all courteous and attempted to help, but appeared at a loss. ",


✔ Trip Verified | I flew London to Malaga on 27 August in Club Europe. We stood around at Gate B45 in Terminal 5 for over an hour, with staff giving very different reasons for the delay, late inbound aircraft etc - but the plane we boarded had been sitting there for more than an hour! After boarding, the captain stated that because they had changed planes there would be no meals served. This is Club Europe, and we received one small packet of crisps throughout the flight. No effort to apologise. We smelt the hot meal for pilots being heated and then saw it being served to them on a Club Europe meal tray. Cabin crew also had warmed pastries (and were very quick to use air freshener in the front galley!) while

customers received zilch. BA sent an email the following morning to say sorry - nothing else. What a complete and utter rip off by an airline that is already cutting back on so many things. I paid a full Business class fare, did not receive any part of the onboard meal service and they expect an email to be sufficient. Avoid BA if you have any other option no wadays, they are the worst in Europe.',

✓ Trip Verified | I arrived at the airport about 2.5 hours before takeoff to have more than about time to get checked in, go through security, etc. All that went without any issues. Being that I was relatively early at the gate, I was one of the first passengers there. After some time boarding had opened. First the business class got called up, then families with children and disabled people. A couple minutes into the boarding they started to call up people, one by one, by name. Then there was an announcement: they won't let anyone in anymore. Me and about fifty other people were still standing at the gate not being let in. The reason, they said, was that the plane was short staffed (Later I discovered, speaking to a manager, that not only the flight was short staffed but also it was overbooked). After the announcement people were getting angry because they wouldn't be let in anymore. Nothing changed and everyone was sent away. I had a connecting flight later that day that I was going to miss because I was not let on the plane. First I tried to get my luggage back which I didn't receive immediately but got a hold of later on thanks to the airport personnel. Then, just like everyone who was going to fly with the same plane, I wanted to talk to someone from British Airways. Since they don't have a service center at Frankfurt Airport everyone went to the check-in counters where we received food vouchers but not a single person was either able to rebook my or anyone's flight nor get anyone refunded. All the staff said was that we were going to receive an email in a couple hours with options to rebook the flight or get a refund. I waited four hours for the email at the airport that did not come until today. Trying to call the airline did not help either because they did not answer the phone or hung up in the middle of the conversation. After the four hours of waiting for the email me and some other people from the same flight went back to the check-in counter to get a confirmation from them that I will receive a refund. Being that there was a new shift the personell did not know what had happened. When they scanned my passport and looked at the flight they found out that the system was dying that it was my fault I could not attend the flight. It looked like I had missed it. For everyone standing there with me it was exactly the same. But the people at the counter said they could not do anything about it. Later on we were a

ble to speak to the manager after many phone calls he said they were going to take care of it. We are supposed to get an email at some point in the future. I was not able to get a written confirmation that I will get refunded even after several times asking for it. I already flew a lot of times in my life but never ever has such a thing happened to me. Not only that me and so many other people were not let into the plane but also the customer service being so horrible that they were not able to rebook or confirm a refund in any way. In the end the only option for me to get to my destination would have been to book a last minute flight for a lot of money which I would not know if I ever got it backed.',

' Trip Verified | Filthy plane, cabin staff ok, appalling customer service staff who couldn't care less when dealing with a complaint. Paid extra for club Europe/business class. Food was poor, they gave you wipes to clean your seat area yourself and we were split up so they could accommodate families. Not really what you expect when you pay for the extra service. Will be cancelling our other bookings we have with BA, even if that means we lose our deposit.',

' Trip Verified | \xa0 \xa0Chaos at Terminal 5 with BA cancellations and delays, and staff give different reasons depending on who you ask. 9 out 10 answers were lies. Sadly, BA airport standards at T5 are worse than ever, and we are long past being able to use Covid as an excuse. As a short haul club Europe trip, I expect very little from BA any more, and they barely even provide that, with cutbacks during Covid that are now permanent. If you can find an alternative carrier on the same route, choose them rather than BA. Sadly, on my route BA have a monopoly.\xa0',










...]

In [7...

```
df = pd.DataFrame()
df["review"] = review
df
```


Out [7]:

review

| | |
|------|--|
| 0 |  Trip Verified As always when I fly BA it ... |
| 1 |  Trip Verified First time using BA busines... |
| 2 | Not Verified Extremely rude ground service.... |
| 3 |  Trip Verified My son and I flew to Geneva... |
| 4 |  Trip Verified For the price paid (bought ... |
| ... | ... |
| 3695 |  Trip Verified This is to express our disp... |
| 3696 |  Trip Verified I flew London to Malaga on ... |
| 3697 |  Trip Verified I arrived at the airport ab... |
| 3698 |  Trip Verified Filthy plane, cabin staff o... |
| 3699 |  Trip Verified Chaos at Terminal 5 with B... |

3700 rows × 1 columns

In [8... `df.to_csv("BAReviews.csv")`In [9... `df.to_csv("BAReviews.txt", sep='\t', index=False)`

In [...

Data Cleaning And Preparation

```
In [1... def remove_punctuations(text):
    for punctuation in string.punctuation:
        text=text.replace(punctuation, '')
    return text

for i in range(len(review)):
    review[i] = review[i].replace('✅ Trip Verified | ', '')
    review[i] = review[i].replace('|', '')
    review[i] = review[i].replace('Trip Verified', '')
    review[i] = review[i].replace('Verified', '')
    review[i] = review[i].replace('✅', '')
    review[i] = review[i].replace('r\b(\w{1,3})\b', '')
    review[i] = remove_punctuations(review[i])
```

In [1... review

```
Out[11]: [' \xa0\xa0As always when I fly BA it was a total shambles
I was booked Manchester London Madrid BA first leg and I
beria 2nd I try wherever possible to avoid BA however the M
anchester London was late however I ran for my IB flight a
nd got to B gates just as boarding started being Group 1 I
went to board and the gate sounded an alarm BA had removed
me from the IB flight to a BA flight 3 hours later As BA ha
d reissued the ticket IB could not put me back on the fligh
t so 3 hours wasted because of BA's total incompetence This
airline is a total disgrace the crew were not nice typical
BA crew oh im so fabulous I dont need to be nice to paying
passengers club europe cramped and terrible food ',
' First time using BA business class but we were pleased w
ith the service received No one was waiting at check in bag
drop and through security in 2 minutes We used the lounge i
n the b gates area which we found quiet with plenty of food
and drink on offer Boarding was quick and the cabin was on
a 1x2x1 layout with 12 seats although there was a larger bc
cabin behind that had about 30 seats Again food and drinks
were plenty full and good quality Service from the cabin cr
ew was excellent and the cabin manager Lauren even made up
a birthday card when she found out it was my wife's special
birthday Departed early and arrived at JFK early as well Th
e only thing that I disliked was paying £117 each to select
our seats and no free wifi',
'Not Extremely rude ground service We were nonrev flyin
g and London was our connection layover Gate agent was extre
mely rude and forced me to check my carry on suitcase with
the explanation that it was "oversized" However when I put
it in the sizer it fit perfectly without force The plane wa
s not fully booked and had lots of room overhead The gate a
gent was insistent and rushed us with no regard for the fac
t that we would have to redo security in order to get our b
ags again as we were switching airlines and needed to carry
them on due to our nonrev status The flight itself was good
attendants were polite and helpful No complains there Just
extremely unhappy with the gate agent service I understand
that it is not a pleasant job and frankly I would not be ov
erjoyed to work there either but that does not explain why
we had to be inconvenienced with no fair explanation or att
ention',
' My son and I flew to Geneva last Sunday for a skiing hol
iday in Les Arc The flight was cancelled moments prior to b
oarding and we were transferred to a flight departing three
and a half hours later that then got delayed by a further t
```

three hours They didn't load any food on to the plane and forgot to load the baggage for all the business class passengers who had been on the earlier flight Problems happen it's a complex operation What is totally unacceptable is the service one receives when there is a problem The offshore call centres are unhelpful and obstructive wanting to fob off issues by getting the customer to call special help lines that merely refer one to a webpage and then cut off The web pages are often unable to give information as they are not updated and often refuse to update your inputs at this time please try again later There is no access to people that are willing to help empowered to help or actually move a situation forwards in any way We've been sitting in a hotel waiting for the bag to arrive for two and a half days unable to ski due to our entire wardrobes being in the cases The outdated luggage tracking system had the suitcase in Geneva 2 days ago where it sat with no one willing to step up and get it delivered What an incredibly heartless and incompetent company',

' For the price paid bought during a sale it was a decent experience although the club class business class seats offer no more legroom than economy class using shorthaul fleet on a 4 hour flight Fast track through security was not honoured The lounge at Istanbul airport was overcrowded as it is also open to the public who can pay for usage causing a long queue for entry which was badly organised Boarding was smooth cabin crew were friendly but their service was hit and miss Eg Some people got a "welcome" and some didn't Half of the cabin was automatically offered coffee after dinner but not the other half However drinks were replenished generously and regularly and the meal was good with a choice of three mains from the menu',

' Flight left on time and arrived over half an hour earlier than scheduled thanks to strong tail winds The flight was full but no catering had been loaded for economy passenger at Heathrow so for 3 and a half hours we only had a small bottle of water and a small packet of corn snacks Nothing at all available to even buy to eat Worse than a lowcost carrier experience in this sense One of the light panels overhead the seats towards the back of the plane was broken and loose and just hanging above the unfortunate passengers head for the whole flight poor maintenance of cabin I would choose another airline on this route in the future as one of the air competitors offers full meal service on this route even in the economy cabin',

' Very Poor Business class product BA is not even close to the other airline leaders Which ever way they sell the seat on a 777 it is a 242 layout The cabin feels and is very cr

mped The food in business class is economy quality just served in a china dish However the price of course is at premier levels The only positive of the whole flight and return were the cabin crew who were fantastic I felt genuinely sorry for them having to try and flog such a poor product Would I fly BA business again only if there were no other options and I had no choice',

'Not This review is for LHRSYDLHR BA015 and BA016 Business class had a 121 configuration on 777 giving space privacy and easy aisle access Seat reclines into comfortable flat bed Good quality pillow and duvet Privacy with sliding door Good storage space around the seat and charging point Flights on time no delays Gluten free meals were very poor in quality and presentation Warm processed meat between two bland slices of GF bread apparently is a business class breakfast On two sectors the main course no choice offered was bland fish which was served in a single small tray covered with foil in business class Condensation had formed as the dish was reheated probably from chilled so the offering was sitting in a weak watery liquid One crew member appeared genuinely apologetic as they meekly served one meal Do BA also serve the same GF offering in economy economy plus and first on a long haul flight My advice if GF take your own food or dine in the lounge if you are in the care of BA for 24 hours My travelling companion had very good regular meals or so they told me with a choice of main course on the same flights Crew gave the impression that they were doing a job covering the basics and rather than welcoming and engaging Usual hospitality industry waffle about service but little of substance delivered',

'Absolutely pathetic business class product BA is not even remotely competitive with other International airlines in the business class market With old outdated 8 across seating no I did not make a typing mistake you either have to climb across someone or someone has to climb across you to gain aisle access The crew must also hate this layout since they have to reach through little window openings to provide service to passengers in the 2 center seats BA like most other European based airlines does not have a factual IntraEuropean business class product even though they promote sell business class IntraEurope flights feature the same 33 seating throughout the aircraft the only difference being the middle seat is left empty in business class passengers get a meal drinks but this does not justify the higher cost BAs TransAtlantic business class product is only slightly better because of the narrow 8 across seating The biggest surprise on both the LISLHR LHRIAH flights was that BA has in fact substantially improved their food quality Shocking Unfortun

ately it is served in the WORST business class configurations of ANY International airline I have flown The entertainment system small screens my laptop screen is twice the size is like an airline offering 2 decades ago The flight crew was pleasant perfunctory which is about the best one can expect from a BA crew BA will simply never match the quality of carriers like Singapore Emirates Qatar Etihad EVA ANA Japan Air New Zealand Qantas or many others BA can compete with USbased airlines like Delta American United which are also not even in the same Universe in terms of a high quality business class product One of the biggest slaps in the face is that BA expects business class passengers to pay to select seats even though they have paid thousands of dollars to fly business class Several hundred US dollars for TransAtlantic flights Only if you wait until 24 hours before flight time are you allowed to select a seat at no cost Certainly another BA Management decision that was made without a functioning brain',

'Not Overall not bad Staff look tired and overworked trying their best Weird seats I was in 21G going and 21D going home The buttons to press for the seat recline are so stiff I had to get help on both flights to get them to work There is another button also very stiff to bring the "leg rest" out This is an awkward thing which doesn't come up far enough to be of any use at all for your legs but just obstructs your feet really Again I had to get help to activate the very stiff buttons At one point the lady next to me was pressing the buttons for me while I tried to recline sit up or put the "leg rest" back We gave up and called the flight attendant who also had trouble BA please give this some maintenance Food only one out of three menu choices available by the time it got to me in Premium Ec It was pasta and was not too bad A Christmas Turkey Dinner was offered but why not load more if it is so popular that it is not available 10 minutes into the meal service "Breakfast" was an unidentified soggy pastry thing in a cardboard tube It was disgusting same offered on return journey A cold pastry and fruit would be so much nicer The tea and coffee was hot at least Overall I would say Air Canada provides a much superior Premium Ec service than BA I won't choose BA again',

'This was our first flight with British Airways in over 13 years and as usual I couldn't fault them As we were connecting we had little interaction with ground staff staff in the lounge were friendly and helpful Cabin crew on the flight were great very welcoming and friendly Our meals were delicious no shortage of drinks being offered The seats were economy seats with the middle row blocked off and some recline We arrived into Stockholm a little early through a snow

shower which was a nice welcome back to Stockholm Bags checked in at JFK were delivered safely within 20 mins of arriving',

'I recently encountered a highly disappointing experience with British Airways specifically regarding their customer service After my initial flight leg was canceled I was rebooked with a connection at London Heathrow reduced to a mere 1 hour and 30 minutes Realizing the impracticality of this I promptly contacted British Airways within 10 minutes to request a more reasonable layover of 34 hours Shockingly the customer support representative flatly refused citing an inability to change my flight Despite explaining the logistical challenges of a short layover and a terminal change requiring additional security procedures I received no assistance To add to the frustration the representative inaccurately noted on my account that I was presented with multiple options during our conversation Moreover the use of military time format and the lack of initial options provided only exacerbated the communication issues Both phone and email support proved equally incompetent and I was informed that customer service is outsourced to India allegedly contributing to the subpar service This experience has left me not only struggling to rebook my flight but also with a strong resolve to avoid British Airways in the future The lack of assistance blameshifting and overall incompetence in customer service make it my worst experience yet I strongly advise others to steer clear of British Airways and their appalling customer service',

'Not Beware BA dont provide any refund due to a very serious medical reason My father was diagnosed with a severe heart defect a couple of weeks before his flight date and BA refused to give any refund as this was not a good enough reason We sent them a medical note from his doctor saying he is unfit to travel due to potential heart failure and needs to have heart surgery as soon as possible and the operator totally dismissed it They said only thing they can do is change the travel date within a year Heart surgery recovery takes months and its highly unlikely that he will be able to travel within the year meaning he would lose his ticket and money They said they cant do anything to help not even change the name on the ticket so someone else can use the tickets The most ridiculous thing Ive heard',

' Check in was chaotic and badly organised Even though there were two desks one for premium and one economy there ended up being just one queue in front of the premium check in even though most passengers in it were economy That meant that those travelling in club or with higher status had no separate queue to join Whilst I was waiting in line another

passenger went up to query and we ended up forming a new line in front of the economy check in desk for premium passengers unnecessarily badly organised the staff in charge should be retrained Security at the airport was very quick and through to the lounge This is a generic airport lounge for all airlines and it is actually quite good overall Nice layout and seating options reasonable food and drink options and an outdoor terrace which is really nice Boarding was very well organised although quite slow to get everyone on board but the flight was probably only half full and we still departed early so I think they felt no rush and it actually made the boarding experience nicer and more relaxed On board the club Europe seats are fine by European business standards although as previously commented are really not very good overall the meal service was disappointing As is normal BA do not stock enough of the proper meal option when the options are so limited and varied in quality BA really should stock enough for everyone to have the good meal Sadly they had run out by the time they got to me so I had the option of vegetarian sausage or a salad I wanted a hot meal so went for the sausage and I can honestly say it was one of the most disgusting onboard meals I've ever had in any cabin class rolling some mush similar consistency to mashed potato into a sausage shape does not make it a sausage BA you need to improve the meal options make the vegetarian meal something you specifically have to request in advance and offer all passengers a choice of two decent meals then people will not be left with such a substandard alternative when their first choice runs out Whilst I hadn't planned on using it the on board WiFi was not functioning so was not available to use Overall though the flight was fairly comfortable and the cabin crew were very friendly and efficient I used avios to pay for the flight so it was obviously good value for money for me',

'Not All 4 of our flights were fine in terms of comfort punctuality and service I feel safe with BA and that is my main reason for booking with them even though I could travel with other airlines more directly On our return flight AT LLHR we skipped the evening meal preferring to sleep and we're looking forward to a hearty breakfast prior to arrival at LHR Sadly we were seriously disappointed To serve a chicken sausage in a wrap for a business class breakfast is just unacceptable Does BA actually pay experts to design these breakfasts Low point on an otherwise good trip',

'cNot I had hoped this would be a good review but unfortunately it won't be I flew business class from LHR to PDX on the BA nonstop It was a 787-8 series aircraft The flight attendant specifically mentioned it was eight years old as

he recalled flying it when it was brand new The business class seats were abysmal My seat was at the window facing backwards With the divider down which had to be in that position for boarding taxi takeoff and landing I was literally just a few feet away from the person in the aisle seat who was facing forward We both couldn't help but stare at one another It couldn't be avoided It was horrible The service wasn't all that good either The flight attendant did a pre-dinner drink When she came back to ask for my choice for dinner she said none of my selection were left I was a little upset as nothing else appealed to me She then came back later and said the other part of the aircraft had more of the meal selection I wanted I'm not sure why they didn't coordinate that to begin with I was NOT offered any wine or other drink with dinner The meal was put down in front of me and the flight attendant never came back other than to clear the tray Overall this flight was not very good I flew over on American and back on BA and paid 6000 roundtrip I'd fly American again My preferred carrier is United or Lufthansa I'll never fly BA again',

' I was going to fly to Frankfurt from Glasgow over London but the flight from London to Frankfurt was cancelled This meant I had to stay overnight in London where I have no accommodation etc As I was rebooked to a flight from London City airport which was more than 2h by train I had to get an uber and then take a hotel for £250 in total London prices I was reassured over the phone that I would get all the money back My flight from London city airport was then cancelled again and rebooked to London Heathrow but two days later I then cancelled that flight and rebooked a new one with Lufthansa as I urgently had to get to work and needed the money I never received the money back for the hotel compensation for cancelled flight 1 compensation for cancelled flight 2 the extra food I had to pay for the uber or the actual cost of the flight I was first transferred 3€ by British Airways They stopped replying to me and told me the issue was weather conditions although other nonBA flights were going I lost over £700 in total and never got compensated for the loss of a work day either It just really feels like they don't care about people Worst service airline ever',

'Much better experience this time around Flew CPT to LHR on a new A350 Checkin was efficient I used the Bidvest lounge at CPT as it is better than BAs lounge Boarding was speedy The new business class club suites are very good Slightly irritating to be directed to the wrong seat 1A instead of 1K which meant that after settling in the passenger in 1A showed up We arranged a seat switch Second time in a row it has happened Why cant BA staff memorise which side of the pl

ane is which and get it right Captains announcement was short and on point Welcome drink was served at the correct temperature ie cold first time ever for me previously BA has always served the welcome champagne warm IFE system was good everything worked as it should Felt slightly cheap that business class passengers have to pay for wifi I did not bother Cocktail was good The nuts came on a cheap plastic tray which was naff other airlines bring out something classier A female flight attendant came to take my order and I asked for Rooibas panacotta and the chicken breast She repeated back to me so you want a P and a C It was such a bizarre thing to say that I misheard I thought she said so you want beef and sea Confusion reigned until she explained to me she had a checklist of passenger orders and they abbreviate to first letters so she was saying P for panacotta and C for chicken But how bizarre to repeat back an order to a passenger in code Why not just say so to confirm panacotta to start and chicken as your main dish like every other restaurant airline does in the world The internal coding of food ordering is exactly that internal She even looked irritated at me that I did not understand her jargon first time The food when it came was excellent Much much better than recent flights I read somewhere that BA changed caterer If so it shows The panacotta was superb as was the chicken good restaurant quality The wine was OK to good but definitely not good to excellent I feel that while the food has got better in BA business class the wines have got worse Certainly compared to Air France which I have also flown recently The wine was brought out on time not after I finished eating as it was last time I flew BA business Cheese was also good and not teeth crackingly cold as last time I had a good nights sleep Plenty of snacks out if you wanted them and they did not run out Breakfast was excellent and the coffee was hot previously it has been lukewarm So all in all a vastly improved service offering The staff seemed rushed off their feet it would not hurt to have an extra flight attendant to look after so many business class seats Overall summary vastly improved passenger proposition It would be 10/10 but I deduct a point for showing me to the wrong seat and another point for the bizarre interaction with the female flight attendant who repeated my food order back to me using internal jargon codes',

'Once again a terrible business class experience with BA The flight was delayed by 45 hours The plane was very old with problems with at least 4 of the seats in business class not cleaned properly prior to departure Food was terrible as always with BA and only one choice available from advertised menu As a result of the delay we missed our connecting

flight from Heathrow and instead of putting us on the next connection they chose the second last flight of the day which was also delayed by over an hour meaning we had an additional 4 hour delay whilst at Heathrow At no point were we advised about our compensation rights despite asking at check in and connections or provided any vouchers during the delays Having flown Etihad Qatar and Virgin business class equivalents over the last year it is clear to see how big the gap now is between BA and its rivals ',

' BA A380s are showing their age hopefully they will update the interiors soon because it was a let down especially when the flight lasts 11 hours Cabin crew were good and helpful Dinner was ok but the breakfast was grim On board entertainment was not the latest and seat back USB points didn't work The only upside of BA is that it is only 1 of 2 airlines who fly this route directly and their pricing reflects this if you're prepared to lay over then there are better airlines out there',

' \xa0 \xa0Credit to BA Flew to Singapore recently and also back from Doha to London and both experiences were great Service was fantastic as was the quality of the food entertainment and was left feeling BA have got it together after a few previous below average experiences You definitely notice the difference with the staff on BA Far more approachable and outgoing compared to the cold and corporate middle eastern airline crews Nice one BA for 2 great flights',

' \xa0 \xa0The check in area for premium classes at Gatwick is very nice and there was no queue when I arrived so I was able to drop my bag very quickly Premium security at Gatwick is fine The flight was delayed due to NATS issues but the member of staff on arriving at the lounge let me know of this The lounge is nice and it's very comfortable There was an excellent range of food and drinks All the drinks you would expect Food wise there were sandwiches soup pasta salads fruit Spanish stew as well as turkey and ham pies with mashed potato roasted parsnips and carrots and gravy It was all really good and particularly nice to see so many options Boarding was pretty slow although the gate crew did a good job to keep it well organised and allow priority passengers to board first As has been well documented the onboard experience in terms of seat on BA Europe business is pretty poor but in line with other European carriers sadly That being said the seat is well padded and comfortable and the adjustable headrest is quite good The on board catering was of excellent quality I was lucky to get my preferred option of the roast turkey but several people sat near me weren't as lucky I do understand that meal options may run out but when the meal options are roast turkey with all the trimmings

gs vegetarian cottage pie or a chicken salad you really should be stocking enough for every passenger to get the proper meal. Or failing that allow an order in advance service where you then only stock the meals that people want to eat. Whilst I fully support the desire to minimise waste both food and cost people really should really be able to get the ideal meal option. Unfortunately one of the people affected reacted very badly to this and took it out on the cabin crew which is unacceptable they also lost a bit of perspective about just how serious a situation it actually was. The cabin crew were very nice friendly and professional if a little slow but not to the point of detracting from the positive experience I had. The ground service at Gran Canaria was pretty poor priority bags clearly meant nothing 95 of bags coming out were not priority mine came out about halfway through bag delivery and demonstrates poor delivery of service and not fulfilling on the service they promise to their customers. Overall though it was a very nice flight and having paid for it using avios and £1 I cannot complain at all',

'The flight took off a little late due to Heathrow congestion but still landed on schedule. Boarding was smooth and the onboard service was efficient. A small snack was served for free with a bottle of water. Additional items were available for purchase. The cabin and toilets were very clean. Overall an unremarkable flight but in a good way',

'BA is great in the air. But they sell you connections thru London Heathrow Terminal 5 their private BA only terminal which you are practically not able to make 90 minutes stopover time. European flight inbound transatlantic flight outbound you arrive at the terminal gate ON TIME and book security. Endless line slow process. Your boarding starts and you are nowhere near the X ray and then it is a train ride withing the same terminal but different distant buildings. Almost impossible to make lots of stress',

'I had broken my leg 2 days before our return flight from Lisbon to London. I called to get some assistance from British Airways hoping for wheelchair assistance an easier seat to get to or possibly an upgrade so that I could stretch out my broken leg which was in a cast. This airline failed on all fronts. Quoted us a price of €6000 each. I was traveling with my husband which we could not do. Almost didn't let me on the plane trying to interpret my medical report. They did not attempt to change our seats which were near the back. The single concession they made was to allow me to board 1st but did not offer a wheelchair so I had to swing myself down the aisle to my seat using the arm rests of all 21 rows before my seat as the aisles are not wide enough for crutches. Might I add I am nearly 70. Had to exit same way. No wheelchair.

hair waiting for me at Heathrow had to hop onto bus with crutches to change terminals and nearly took a tumble doing so Took so long to get a wheelchair that they had to hold my connecting flight on another airline for me and we were last to board That flight had allowed us to upgrade to business class for a reasonable price and took great care of me',

'Check in at MIA straightforward BA use American flagship lounge near gate D30 which is excellent Flight delayed but only by 1 hours Boarding chaotic On board staff were fine Seat was fine too but product ageing Post take off service prompt Slept for 6 hours I noticed that in club world BA have ditched rose champagne which is a shame Pre arrival breakfast was ok Slow to deplane Luggage off ok',

' \xa0 \xa0Never I saw such a terrible customer experience The plane landed already 30 minutes late despite any operational delays the boarding took over 1 hour because the crew did not know where to place the luggages After this long 1 hour boarding process the captain did not apologise This is extremely frustrating when this occurs on a night flight forcing passengers to lose train connections to home',

' Having not flown with BA for a few years I read some of the reviews in preparation needless to say I boarded this flight with low expectations I was pleasantly surprised as the flight was ok We left LHR a few minutes early and arrived at JNB ahead of schedule Cabin crew although not as good as some carriers were attentive and professional Onboard catering was a disappointment as if you were unlucky to miss out on the chicken you were given a very sloppy pasta On board entertainment has never been BAs strong point and sadly that hasn't changed Unfortunately BA is not the prestigious carrier it once was but it's not as bad from my experience as some reviews suggest',

'Dear Community I feel compelled to share the utter frustration and disappointment that defined my recent travel experience with British Airways Buckle up folks this one's a rollercoaster On July 16 and 17 2023 I had the displeasure of flying with British Airways on BA709 and BA7 and let me tell you it was a nightmare The initial flight from Zurich ZRH to London LHR on BA709 faced a seemingly unavoidable one-hour delay upon arrival at LHR This of course resulted in me missing my connection to Tokyo triggering an automatic rescheduling of my flight to Tokyo HND via Beijing with Air China Oh but the fun didn't stop there – flight CA183 was also delayed turning my 16-hour delay into a grand total of 23 hours finally arriving in Tokyo at 2300 instead of the promised 710 And the cherry on top My four checked-in suitcases decided to take a detour and didn't join me in Tokyo forcing me to waste an additional two hours filling out forms at the b

aggage center I finally got my lost luggage back on July 23 because why make it easy right But wait theres more My return flight from Tokyo to Zurich BA8 on August 8 also danced to the delay tune making me question if punctuality is just a myth for British Airways The cumulative impact of these delays torpedoed my vacation plans stealing a whole day of scheduled activities including a guided Tokyo tour As if that werent enough I had to dig deeper into my pockets for unforeseen expenses—extra airport transfers tour operator assistance fees emergency purchases airport meals and international calls for rearrangements The lack of assistance at LHR airport was the icing on this bitter cake Installing the BA app just to get basic information about alternative connection flights was a hassle and the fact that no BA clerk could provide this info in person was downright infuriating British Airways youve left me with a sour taste in my mouth and a dent in my wallet Heres hoping you take this feedback seriously and step up your game because right now its not a good look Frustrated and fed up Bert',

' Quick bag drop at First Wing but too many passengers so had to use fast track security in main terminal Direct entry to Concorde room outside security south Ate excellent breakfast which was served promptly Concorde room is a nice place to wait for a flight there is some interesting memorabilia and an excellent bar Boarding from c gates was disorganised and slow On board cabin crew excellent Good choice of beverages and these were of high quality Food was good Seat comfortable No first bedding provided On time arrival into Miami Baggage took 1 hour to arrive',

' 4 Hours before takeoff we received a Mail stating a cryptic message that there are disruptions to be expected as there is a limit on how many planes can leave at the same time So did the capacity of the Heathrow Airport really hit British Airways by surprise 4h before departure Anyhow we took the one hour delay so what but then we have been forced to check in our Hand luggage I travel only with hand luggage to avoid waiting for the ultra slow processing of the checked in luggage Overall 2h later at home than planned with really no reason just due to incompetent people Service level far worse than Ryanair and triple the price Really never again Thanks for nothing',

' I recently had a delay on British Airways from BRU to LHR that was due to staff shortages They announced that there was a 2 hour holding delay but they would board us immediately in hopes of clearing the gate and leaving early We had to wait the full 2 hours inside the airplane The plane was old dirty had no power at the seats The staff provided a small bag of pretzels and 250ml of water to the passengers fo

r 2 hour delay and 2 hour flight There were no options to purchase food or drink There were no entertainment options available I am a OneWorld emerald elite member but they do not upgrade members based on status First class lounges at Heathrow are overcrowded understaffed and poorly equipped The help desk is completely unhelpful when an error arises with delays and cancellations even when having the top status The Avios points system has been devalued to near worthlessness and requires fees to book reward that nearly equal the price of the revenue ticket British has lost its way in recent years and has moved from a worldclass airline to a budget airline with much worse service and timeliness than Ryanair or EasyJet',

'Not Boarded on time but it took ages to get to the runway due to congestion Flight was smooth and quick Snack and drinks were good for a short flight Landed only about ten minutes late One bag of three left in London forms quickly filled in and the bag was delivered the next morning',

' 5 days before the flight we were advised by BA that it had been cancelled and asked us to rebook There were flights 1 hour before and 1 hour after our original flight but they made us take one 3 hours earlier Our original ticket and the return flight a week later included a checked bag When we arrive at Heathrow to check in we are told our ticket doesn't include a bag and we will have to pay 75 pounds each to take them We explained that the original ticket had the bags and when they checked the system they confirmed that it did but not this one They would make no effort to sort it out and just told us to pay up or they would remove us from the flight So we had no choice but to pay up thinking it should be pretty easy to get a refund 15 months and 10 emails later we have still not seen a penny Every time I ask where my refund is and state how long we have been waiting I get an inane email saying some departments take longer than others to respond Absolutely hopeless airline to stuff up the booking in the first place and even worse customer service to not even attempt to solve the problem at check in even when they could see the mistake THEY had made in their system compounded by being unable to investigate a very simple claim and refund me 150 pounds in 15 months',

'Not \r\nWe traveled to Lisbon for our dream vacation a cruise to Portugal and Spain Our friends did not EVER get their luggage It was a two week cruise Two weeks without a change of clothes or her CPAP machine Contacting customer service was a nightmare We never talked to a real person Very little effort was put into getting them their bags In one port we were on the ship and the bags were at the airport The airlines did not deliver the bags nor did they tell our f

riends that they needed to go get them The airline couldn't be bothered to take the bags from the airport to the ship B A says it is their policy to get you your bags within 72 hours That is a joke It's been over two weeks and they still don't have them They are back home in the US and last they heard the bags were in Lisbon If you have a choice do not fly British Airways Customer Service is non-existent',

' Booked a flight from Bucharest to Manchester with a 2h 45' layover at Heathrow Flight was delayed from Bucharest because of ATC strike Arrived at Heathrow 40 minutes later than scheduled and still had enough time to catch my connecting flight Unfortunately we were stranded in the plane and waited a very long time to disembark the plane due to lack of staff or slot shortage it's a common problem with BA at Heathrow I missed my connecting flight because of their delays and they told me I had to wait all night in a freezing airport for the first flight the next day There was just a shameful 10£ food voucher which is a joke considering the ridiculous prices at LHR No accommodation offered and had to sleep in a very cold airport I asked for compensation and they sent me a long text with the same lame excuses that they are sorry but they will not compensate anything I can't imagine a worst airline than BA regarding customer care It is not about money here but rather than the way they treat customers It is the last time in my lifetime that I will be flying this joke of an airline',

' Booked online months ago and the only hitch was replacement aircraft meaning chosen seats were different I was informed of this prior to departure so could amend Bag drop at MAN T3 wasn't smooth but I suspect that was MAN fault Shuttle boarding was slow and delayed meaning a rush at LHR T5 The flight to CPT was full but we left more or less on time The cabin was clean and PE was what we expected sufficient leg and arm room plus a few little perks with drinks Only complaint is the seats actually recline too far Staff were very good during the first few hours of service especially George Food was quite tasty but one option wasn't loaded Breakfast was also quite tasty and we landed on time The fly in the ointment is both our cases arrived late on the carousel and only later did we notice both had been broken into likely at CPT All in all a pleasant surprise',

' The flight was on time The crew were polite It was the same story on my outward flight I find that BA in Europe is generally pretty good though I regret that they have substituted Prosecco for Champagne on the list of drinks you can buy in economy So many complaints about BA and other airlines revolve around lost luggage that I never check in bags even for long trips',

'Not Angry disappointed and unsatisfied My route was from London to Atlanta My suitcase was not boarded therefore not landed with me For both comfort and safety reason a bag always fly with its passenger and that did not happen Claims and few phone calls were made by desk assistants who answered my questions unprofessionally and miserably Certainly I was left with nothing but my backpack which contained not more than few snacks Neither clothes nor anything else was ever provided as an apology Meanwhile I was also told that my bag would have been delivered through the next 24 hours which also did not happen British Airways is a great airline to fly with but its organization when it comes to customer service is poor and uncertain Still waiting for my bag',

' As an infrequent flyer British Airways was always my first choice With some reassurance and comfort of service quality luggage allowance etc In fact I've never flown with the budget airlines My most recent flight has now changed my view and causes me to reflect on what am I actually getting for my money and is BA what they once were While the flights were around an hour delayed both ways the cabin and ground staff service were ok It is the facilities or lack of that I am most disappointed by The flight was Approx 4 and a half hours and the only thing offered was a half cup of water that was poured out and a bite sized banana slice of cake In fact on my return journey I wasn't even offered the water To top it off BA no longer have a media screen from which you can select something to pass the time away There wasn't even the obligatory flight journey The WiFi was poor I couldn't even access the shop However for a fee so much more was available This explains BAs record profit of £152bn So the question is what am I paying for I will now for sure opt for the budget airlines They are transparent with what they offer and what you have to pay for which I can decide to choose or not As BA now stands for Basic Airways I'll go elsewhere and get basic for cheaper',

'Not A totally unremarkable flight on time as comfortable as European configuration goes No catering due to the storm effect greatly exaggerated This was advised by email and a euro 15 was provided not easy to use but lounge made up for this loss',

' 1 Ground crew in Heathrow left 60 passengers luggage We had 3 bags 2 The Heathrow ground crew left 1 of ours behind after the 1st two were received the next day 3 The Heathrow ground crew lost our 3rd bag 4 times and we were on the phone with them for over 3 hrs over the course of the week 4 Due to this we had to spend 500 on health and beauty items for my wife on our cruise 5 British Airways said they MIGHT reimburse after 3 months 6 We had to spend 100 in cab fare

to Barcelona because the Barcelona ground crew Iberia claimed they had delivered it to us 7 Heathrow ground crew made us 15 minutes late arriving back into Heathrow after our cruise We actually landed 10 minutes early but those incompetent people still were not ready for us 8 The Heathrow ground crew caused us to leave 45 minutes late even though ALL passengers were boarded and ready 15 minutes before the departure time This will probably mean we will miss our connection in Anchorage BA clearly does not care or know how to operate a ground base shameful BA is a joke and should be embarrassed they can't operate like a normal airline They do not grasp the concept that even a small hiccup can cause mass ripples of chaos to other people',

' London Heathrow to Gibraltar on 24th October 2023 I shall start by reference to the booking process I used the BA website to reserve the seat and food the website to be easy to use and clear in every aspect The flight was due to depart from terminal 3 but the passengers were bussed for a good 15 minutes to a different part of the airport where the aircraft was on a stand When boarding the flight the cabin crew kept a very low profile and this was maintained during the entire flight The captain made 3 brief announcements during the flight There was no inflight entertainment The seats were clean and comfortable enough for a short flight The lack of catering was overt Other than a tiny bottle of water and an inedible "breakfast bar" one had to use an online system to order even a drink and of course pay for it too The passengers next to me could not use the online system as it does not seem to work and the cabin refused to sell them a coffee because of this fault Moreover the USB charge points did not work either Given the early hour of the flight it is a poor show that there are not even for sale items available from a trolley service The system BA have in place is not good enough The flight arrived on time The disembarkation was inefficient though and poorly managed and the crew were not to be seen The crew were wearing the new BA uniform and it seems to reflect a downward trend of the airline To be candid there was any difference between this BA service and that of so-called "budget" rivals On this route BA have a monopoly and so I did not have an option to use the services of a different company',

'First time flying British Airways and I would not hesitate to fly economy with them again Flight attendants were pleasant and efficient Excellent special meal low sodium Comfortable space in economy One of my better flights',

'Not I flew London to Cairo and return in October 2023 It was basically a perfectly good pair of flights in Economy with pleasant and professional cabin crew especially on the

he return journey Being only 173 m tall I have no problem with legroom in the back of the plane the seat was OK if getting a little numbing after 5 hours and the return of a rather good included snack box and drinks was welcome However it must be said that the value for money was poor with a checked bag on the return leg only this was a nearly £700 ticket And although I am content to pass the time by reading or sleeping it was surprising to find no inflight entertainment on 5hour flights However overall I would still recommend BA and would do so even more enthusiastically if it was more sensibly priced',

'Not Absolutely the worst experience ever Flew into Heathrow no problem Waited for 5 hours three extra hours for our connection to Porto then they cancelled the flight Scrambled for a hotel and a new flight the next day They routed us through Madrid the next morning That flight was 15 hours late so we missed our connection to Porto Because we missed the connection their fault they cancelled our return flights After two hours on the phone with customer service from the Madrid airport they booked us a new return flight then they made us pay 1300 to fly from Madrid to Porto Then for no reason they cancelled our return flight again After hours and hours and hours with customer service we finally got a return flight five days after our original return flight Meanwhile they lost my wife's luggage We finally got 15 DAYS after they lost it Return flight More problems with our reservations At no point was British Airways helpful They left the onus on us to fix their mistakes at every turn They completely ruined a three week vacation and they don't care They wouldn't even let us speak to a supervisor or manager Awful bordering on passenger abuse',

'Not \xa0 \xa0 Flew back from Malta after scattering our sons ashes at his favourite spots When we boarded the aircraft for our return flight my wife became upset A member of the cabin crew noticed this and immediately spoke to my wife and tried to reassure her Her name is Tracey an exceptional crew member I noticed she spoke to other travellers in a courteous manner and was friendly Each time she passed my wife she asked how she was and would she like anything This kindness made a difficult time easier for us both Aircraft seats were comfortable and service good for a 2hrs 45mins flight Thank you BA',

'Not Cabin luggage had to go to cargo even when I said I carried medicines There was no time to get them out the hand luggage The economy seats with Virgin Atlantic KLM and even Ryanair have more space Luckily it was a short flight',

' I have been using BA for a while now and on average I cannot say that I am pretty satisfied BA somehow experience c

ancellations and delays most of the time Second the inflight service is usually weak Food portions are small and cabin crew is not very helpful especially when it comes to drink requests The screens in the A380s should be renewed as they are full of scratches and same size as A321s Especially in longer flights the entertainment system becomes more important There is also no welcome package except for pillow and small blanket I would expect more from BA If you are flying from the US to anywhere except the UK I would recommend considering other airlines But if you are flying to/from UK directly then BA could be one of your choices',

' I flew from Istanbul to London in Business class For more than half of the flight a child was watching an iPad very loud with no phones plugged in it was three rows in front of me and disrupted my flight as I could hear it above my headphones Staff thought this was fine and refused to tell the mom to turn it down Why is this acceptable on a flight especially in business class Has this airline turned into a zoo Are staff given no training in customer service Why is a child allowed to disrupt other passengers When I told the staff she just laughed at me BA customer service is a disgrace Ive not even mentioned the food but it was bad really bad',

'Not I have flown on BA several times since the airline started nonstop service between Austin TX and London Heathrow Every year the service gets worse I brought a tape measure with me to see how far apart the seats are in the economy section 25½ inches BA has removed bathrooms in order to squeeze a few more rows of seats onto the aircraft Thankfully Im not a big person and was able to squeeze into my seat without being too uncomfortable When BA first started flying out of Austin the food was great Now when I arrive at Heathrow I get real food and take it on the plane with me I dont know where or who makes BAs food but it is not eatable If BA did not have a direct flight from my hometown to London I would fly with a different airline When we checked into Heathrow the line was extremely long and only one person was checking people in It took nearly an hour to get to the counter I understand airlines are making record profits and need to make up lost revenue from the pandemic but I think BA has gone too far and has little concern for customer service in pursuit of profits',

' The flight departed over an hour late due to a late inbound plane The plane was very full and half of the economy class passengers were forced to check in their larger cabin baggage at the gate when boarding making a complete mockery of the hand luggage allowance advertised Lots of passengers on board were stressed out about missing onwards connection

s due to the delays and some did miss them as\xa0their next gates had closed by the time we disembarked at Heathrow Onboard service was ok but minimal\xa0 BA gave up being a full service airline some time ago More concerning is that trying to get hold of customers services to make changes to bookings and deal with problems was nonexistent The airline seems to make it deliberately hard for its customers to contact it',

' I hate British Airways We get to London on Oct 3 and our next flight is cancelled We stand in line with 1200 other people to get it fixed and they tell everyone to leave the airport and call them to fix They book us the next day via online Dont offer vouchers for hotel we will miss our tour Now trying to get home from Istanbul Plane is here but should have started loading an hour ago No explanations May miss next flight Will never travel with them again Was this same problem April 2022 flight',

' \xa0 \xa0Our BA flight from Porto to London Heathrow T5 was operated by Finnair using a Finnair plane and crew This had been advised by BA shortly after booking with the option to change flights if we preferred Although the business class cabin was of a similar layout to BA Club Europe ie with the middle seat kept free my wife and I felt the seats were more comfortable and the legroom slightly better Service was good on board and the meal was very tasty we chose the beef cheeks All was good until we landed at Heathrow Although we passed through passport control without delay once we were at the designated baggage reclaim we just waited and waited After an hour and ten minutes I went to the BA baggage counter to ask what was going on They seemed unaware of an issue but said they would find out Over the next hour or so various other passengers also requested information and despite various announcements and a list of different excuses it was almost 2½ hours before the bags finally arrived Frustrating to say the least I subsequently complained to BA but after 4 weeks there has been no explanation just the automated message from customer services 'we are experiencing exceptionally high volumes' This response says a lot',

'The customer services call centres etc are atrocious and sometimes callous They just don't care Long waits to speak to anybody who then have no power to actually solve anything and the calls just cut halfway without resolution anyway If the flights are cancelled as were my original ones you're really left on your own and nobody cares The onboard services are so-so but for short haul it's now "semilow cost" which is confusing as you never know what to expect This time we were given a bottle of water and a very small snack whilst anything else had to be paid for And yet on some other f

lights apparently you have to preorder any additional food It's confusing which makes it not dependable Cabin baggage is in theory generous compared to competitors in economy but then they asked more than half the passengers on this flight to check in the cabin baggage at the gate due to lack of space in the overhead cabins leading to long boarding delays Their whole offering hasn't been thought through very well The USB power supply did not work throughout the flight contrary to the announcement that the power be available after the seatbelt sign was turned off so it was pointless providing the sockets in the first place Not my first choice airline on this route and am just trying to use up most of my Avios points before I totally abandon them I fail to see how it is deemed a 4 star airline',

' I am a frequent flyer with BA and have been for the last 15 years Having noted the ratings given frankly I cannot understand how BA scores three stars for most aspects of its service In a nutshell BA has placed profit margins over passenger appreciation This fact was hammered home on my return leg which was not in Club Europe Quite alarmingly BA appears to place profit over passenger safety by extending its Business Class seating up to and beyond emergency exit rows and then failing to ensure those seated in exit rows have the physical capacity to actually open the door in case of an emergency I was not at all reassured to see an elderly and slightly built woman seated with the responsibility of opening the overwing exit should the need have arisen Short haul business Club Europe is simply a joke and only useful for gaining valuable tier points for lounge/preboarding benefits While cabin crew service is excellent the lack of space and reduction in refreshment choices etc places them a million airmiles behind competing airlines such as Qatar Turkish or Emirates who understand the true definition of customer appreciation and hospitality BA has consistently eroded the value of their Executive Club and seems to be of the impression that recent changes in obtaining avios points during the booking process benefit passengers really I want to support BA and did enjoy flying with them up to the point when they started penny pinching and became more deserving of the name Budget Airways The attached photos taken during my most recent itinerary highlight the difference in customer care/appreciation between British Airways and another airline used in this trip Both flights were around 4 hours in duration on the same day Guess which one is shows BA's in-flight offering',

'Not Flew with BA to Punta Cana Took the trouble to reserve seats for both outbound and inbound flights On boarding at Gatwick realised we had been moved to much less good s

eats with other people sitting in the seats we had spent a lot of money reserving Apparently there has been a change of aircraft and a number of passengers had been automatically reallocated seats for no particular reason The crew said there was nothing they could do although of course they could just have swapped us with the couple using our seats We were told to claim a refund on return home We did this via a complaint form Ns BA offered us £100 in vouchers We didnt accept this as it was less than the cost of the seats and also naturally we wanted our money back We eventually got it but not without a fight Very second rate shoddy airline',

' They downgraded me from business to premium economy They took three months to get back to me and offered me 200 pounds or 400 AUD The difference between business class and premium economy which I never fly is 3000 AUD and the difference between economy and business is 6500 AUD They owe me at least 1500 pounds and to be very fair 3250 pounds The downgrade was insulting and incredibly painful as I had a recent cancer operation and have a back injury which I have pointed out to them I need to lie down The wait for them to get around to me has been numbing The insult of their offer has been the slap in the face to continue my degradation The people I have dealt with at the airport have been down to earth honest hard working people The actual staff on the plane were warm and friendly and helpful The systems under which BA operates are some sort of medieval torture',

' The already delayed aircraft landed and apart from the small BA logo on the rear of the fuselage there was no indication as to whom the carrier really was Boarding turned into a farce with passenger groups being told to wait in one queue in order to board only to be informed we were on the wrong place and our boarding wasn't allowed yet The interior cabin was reminiscent of a BA cabin from twenty years earlier except the tight legroom and uncomfortable seating which made a budget airline feel luxurious The crew were not BA but from an unknown charter company Service was slow and as usual choices of food to purchase ran out before they'd reached row 24 I requested a cup of tea which never appeared Thank goodness for my airport purchased water and the tiny offering of pretzels The over officious senior flight attendant who'd been facilitating in Club Europe appeared in economy and immediately slammed down the armrests whilst still in mid flight making an already uncomfortable journey feel worse Cattle class was definitely that To say I was happy to land and disembark was an understatement Never again BA never again',

' \xa0 \xa0 Caught up in the Gatwick cancellation fiasco at some point between what was smooth check in unable to do

online as part of group travel and security the flight was cancelled we were denied entry to security and departures as a result It was at this point that we discovered BA Gatwick are not BA but a masquerade who are unable to help and and provide very little assistance unless the real BA provide information and even though our baggage was now airside didn't have a clue as to how we could get it back It is however with thanks to a supervisor from Business Class check in who came to our assistance and help with our predicament baggage retrieval information on what to claim and how and our revised BA flight from LHR the following evening Difficult to give a rating for cabin service as we didn't even board the aircraft',

' \xa0 \xa0BA has a real problem with boarding its flights Those who get on first fill the luggage bins with 2 bags one of which is supposed to be small and under seat only Cabin staff don't bother implementing their own rules Subsequent passengers mill up and down the aisle bumping into each other searching for space Boarding this flight took an hour as a result of this nonsense The incoming flight was late already so our 90 minute flight was 90 minutes late',

'Our connecting flight from London to Glasgow was canceled and we were forced to wait 12 hours in the airport for a new flight When we received our luggage at Glasgow we discovered that our luggage was soaking wet My wife's luggage contents were wet and had to be air dried',

' The worst airline I have ever flown with Allocated the very back row next to the toilets and galley No chance of getting any sleep question asked of possible seat movement ignored and getting bumped the entire time by cabin crew walking or pushing cart up and down aisle without one apology Would have been better sitting in the luggage compartment',

' Excellent service levels proactive crew and superb food and beverages I found all aspects of the service to be superior to BA business class even the new BA Club Suites First Class felt exclusive the dedicated crew were clearly used to working the premium cabin enjoying their work were proactive friendly very respectful and the food and beverage offering a considerable step up from business class The seat with sliding double doors was spacious well designed and very comfortable British Airways offered a solid First Class service from Concorde Lounge to boarding which was actually beyond group number for a change to the very warm and genuine welcome on boarding A consistent solid comfortable service from start to finish and if the price was right I would not hesitate to book First Class with British Airways again',

'Not Booked a very special holiday for me and my partner September arrived and we were on our way to lovely South

of France Booked Business Class for us both to start the holiday right As we were checking I was told the flight was over booked and our seats wouldn't print onto the ticket for some reason We had already made sure the seats were booked when we had booked the flights nearly a year prior to going Unfortunately when we arrived at the gate we were then told we would no longer be sat together and one of us would in fact have to go into economy My girlfriend is an extremely nervous flyer and so had to take extra tablets to remain calm She didn't have any food which we had pre booked also and she was sat right down the bottom end of the flight We were held at the gate with another 4 or 5 couples all in the same predicament all due to the lovely money grabbing British Airways over booking the flight They ended up refusing passengers in the end and even had people sat on the fold down chairs in the toilet area When we eventually arrived in France late we was waiting for our luggage to come Our airtags stated that both our cases was in fact still in Heathrow We then had to wait 4 days for them to eventually come into France by this point our holiday was ruined British Airways was absolutely shocking we couldn't speak to anyone as all the phone numbers were no longer in use We felt stranded in a foreign country with no clothes and no one to help use with what to do next Every day we watched them case not moved as we were tracking with air tags it was so frustrating not being able to plan our days in hope we would get the call to then drive all the way back to the air port 2 hours each way to collect our cases we ended up going out and buying new clothes toiletries and all the stuff to make the best of our ruined holiday saving all the receipts thinking we would be able to claim it all back how wrong I was British Airways take zero responsibility and fob me off with going through my insurance British Airways only pay for basic essentials Pants and toothpaste I filed a complaint when I got back and requested my money back for business class and they haven't even had the decency to even respond They are an absolute joke of a company and I wish they would remove British out of their name because there is nothing British about them Do not give them your money they can't even look after their staff let alone customers Oh and don't bother trying to cancel your flight either as they just take all of your money off you and give you nothing back',

'Not Just returned from Chicago flew out 10 days ago on American Airlines absolutely superb in every way had high expectations on return flight with BA\u2028What a disappointment\u2028The Airbus A380 may be nice from a pilot's perspective but as a passenger it was awful\u2028Very uncomfortable seats the inflight entertainment and flight tracker failed

d to work throughout the flight the inflight meal was inedible and the service was mediocre at best Our short flight from Heathrow to Manchester was much improved very welcoming and attentive in flight staff and the flight even arrived early In future we will travel with one of the American carriers ',

' BA standards continue to decline every time I fly with them This time a 45 min late departure which seems the norm for BA and no information from the rude and clueless boarding gate staff The Club lounge was overcrowded dirty and grubby and cleaning staff could not cope How many more cutbacks is BA going to apply before they become truly low cost As a 35 year veteran user of BA while people complained of Alex Cruz cutting costs the past 3 years has seen them decline very quickly under their latest CEO One reads the occasional article about BA improving things but I have yet to see anything substantive There seem to be few British staff left amongst the cabin crew so maybe time for a name change and give the flag carrier status to a proper lowcost and sadly the staff service has declined year on year Onboard the catering remains poor and surprised that DoCo can produce such rubbish meals when I have sampled their Turkish Airlines equivalent in August that was superb guessing BA are too tight with their budget Onboard WiFi service is a joke and should be avoided',

'Not Awful Business class check in queue just as long as for economy probably because half of the desks were not staffed and Terminal 5 is chaotic Business lounge overfull couldnt get seats Delayed flight unmanaged chaos at the gate No drink on boarding first drink served an hour after takeoff The meal was poor used to get better in economy on other airlines British Airways has won the race to the bottom of the cheapskate stakes Not looking forward to the flight home',

' Not a reliable airline You cannot trust the timing at all I had a 645am flight boarding was on time but then we are sitting in the plane for already 15 hours and the expected departure is still not clear They have discovered the engine is not working I am risking to be late for a business meeting in Geneva How come they bring a not working plane to the gate The funny thing is that I had another business trip in spring 2023 also with BA to Amsterdam When I arrived to the Airport that time I was told I dont have a seat I was put on the next flight in several hours which should have got me to the business meeting late but still not too much A lot of stress In the end on the second plane we were sitting in the cabin for 15 hours and I have missed the meeting I thought it was a dramatic unlucky case that time but today

I see its routine for BA not to fly on time',

' I take comfort in reading the last ten or so reviews to see Im not the only traveller to put in words how absolutely abysmal British Airways are The only reason we are stuck using this awful airline is to use up points We booked Club Europe months ago London to Athens sat in row 3 and told they had run out of food options only choice was lentil pie or green curry Returning Athens to London Club Europe Couldn't check in online as promised so arrived at the airport 3hrs early To be told they had overbooked the flight and basically we were being bumped to economy This airline fails to deliver time and time again It is a national disgrace and I implore everyone to choose an alternative ',

' The worst journey in my life The connection time at LHR was only 1 hour but the flight from MXP was on delay I had to rush to change terminal by train and arrived risking a heart attack After that the plane just stayed there for another 40 minutes Despite that upon arrival at SJC my baggage was lost I filled the form and gave to the employee I was not given any receipt so I did not have any reference number BA phone number at SJC simply never answer I called twice the toll free number and realized they did not record the delivery address I had to enter myself online dealing with a shitty website They delivered the baggage three days later I claimed for compensation online as I had to buy clothes and other stuff and I did never get a receipt I was expecting an upgrade for the flight back to MXP but nothing happened neither they allowed me to enter BA lounge at SJC Bad customer service The only positive side was price but obviously this cannot justify this treatment and if I knew I would never flown by BA Never again',

'The airplanes and the lounges are worn out old and broken From Dallas to Heathrow multiple first class seating and electronics were non functional and poorly designed The first class seating from Heathrow to Dubrovnik was nothing more than a tray blocking the middle seat of a standard coach ticket Very disappointed',

'One of the worst experiences on the worst airline The flight was delayed due to earlier technical issues The time slipped from 1700 to 2000 to 2200 and finally cancelled There was zero information given Despite paying well over the odds for business class we were booted out of the BA lounge two hours before the flight When it was finally cancelled the BA staff Without explanation told everyone to go to a gate After another hour or so they made us re enter the UK via passport control a further 40 minute wait By now the airport was closing and there was no sign of our bags or any help from BA A passing Gatwick engineer finally helped us locate

the bags BA completely washed their hands of us and in contravention of CAA rules refused to find us accommodation Many slept in a bus stop overnight There were people with young children who couldn't find somewhere to stay and yet BA had closed down and left The following day the replacement flight was also late and due to an admin mistake had no catering or liquids for a 212 hr flight Overall the service was shockingly bad the worst I have experienced from any airline I will not ever use them again',

'Cancelled our flight lastminute then moved us onto a flight 2 days later operated by Japan Airlines We had paid a lot extra for extra legroom seats as I am very tall and they assigned me a middle seat deep in the middle of the plane Because it was operated by a different airline but booked by BA neither BA nor the other airline could change my seat over the phone despite seats being available After 4 hours of waiting in queues and sitting on hold their solution was for me to arrive early at the airport I did but the seats had already been given away for free by people who had booked directly with that airline and could check in online I got a £10 meal voucher as compensation for this enormous downgrade on a 14 hour flight Never again will I fly BA I would rather fly indirect with better airlines than use this disgrace of an airline again',

'I had a flight from Miami Florida to Dublin Ireland via Londons Heathrow airport The outbound flight from Miami was delayed and we were further delayed when our gate was occupied when we arrived in Heathrow The total delay was roughly an hour but it was enough to make our connection a challenge where we had 73 minutes between original arrival time until the departure time to Dublin When we headed to our connection flight we were stopped by security personnel at a checkpoint and told us that the gate to our connection flight had already closed This was twenty minutes prior to departure time They ushered us to customer service to be rebooked Given the busy weekend of travel we were rebooked on a flight at a different airport and were told that our cost to get there would be reimbursed We then waited 3 hours for our luggage and then took a cab to Londons City Airport The cab fare was roughly 500 When I filed a claim with British Airways they refused the claim and told me that we had plenty of time to make our connecting flight and therefore they denied my claim to be reimbursed for the cab fare This is after I explained that it was British Airways employees who ushered us to rebook the flight despite the 20 minute timeframe to make the connecting flight The person who rebooked us told us it was policy that they close the gate 20 minutes prior to departure I will never fly this awful airline again

Given the other feedback on this site it appears that that is the overwhelming sentiment',

' We started our day with BA in Prague The flight actually left on time I came to find out that's very unusual We purchased business class seats As you can see from the picture they hardly were business class All they did was block off the middle seat in the first few rows and called it business class Horrible flight In addition I had a really rude rude check in clerk basically yell at me when I excused myself and asked if she could give a little bit of priority to the many business class passengers who weren't being served Then we got to Heathrow and the real fun began We had a 4 hour delay They gave us about 5 different excuses for the delay I had a few employees walk away while I was asking them questions They were very rude At one point there were no employees left And from the announcements it seems virtually every BA flight was delayed And there were no weather issues There was no place to comfortably store items in business class I've never experienced that before Not even a cup holder for my bottle of water The seat controls didn't work well You had to keep pushing the buttons to get them to do anything The power outlet didn't work There was no internet the entire flight The overhead luggage bin was too heavy I almost got a hernia having to close it This is a horrible airline I'll never fly with them again If I could give zero stars I would',

' I fly British Airways weekly not because I want to but because they own the route there's no other option therefore they frankly don't have to care about the customer The flights are always delayed and it's always someone else's fault be it weather delays to incoming aircraft or flight traffic control issues I've heard it all and for the life of me can not understand why they are allowed to operate I've been around the world and traveled with all of the world's airlines but British Airways are really the worst of the worst It's such a shame to have watched what used to be a good company fall down a cliff My advice is if you have an option to fly with anyone else then exercise the option but if you're flying with different connections and you have a tight schedule do not expect BA to get you to your destination in time',

'Not Everything was ok until our connecting flight in London just before take off we were on the runway the pilot came on to announce an engine problem After engineers tried to fix it while we waited on the plane for over an hour we were finally told that we would have to be evacuated and rebooked for another flight but not to worry because a special crew was waiting for us on the ground to help us and set

us up in a hotel except that there was no one to help us In fact everyone refused to help us It was Saturday almost 8pm and they just wanted to go home Anyone with a connecting flight couldnt rebook on the application because the app wouldnt disassociate our first flight with the connecting one in London and the staff saw this but still refused to help us They gave us a phone number but there was only a message that said just to use the app Finally I got someone on the phone who rebooked us for the next day Now its 1030pm and I have to find a hotel room because the airline refused also to help us with that So i had 2 choices either sleep in the airport or pay over 700GBP for a room I dont have the money to pay for this but after a 10 hour flight 8 hours of jet lag and the insane stress after the fact that no one from British Airways would help us I took the room Of course I claimed reimbursement but that was over 3 weeks ago and I have not heard anything since so I have no idea when or how much I'll be reimbursed even though Im not claiming any emotional compensation from the horrible situation they put me through due to their total indifference Its financially difficult for me right now because the money I had to put out is equal to half my salary and of course its impossible to reach them by phone I feel still as i did on August 26 2023 completely trapped by them and their indifference with no solution or information',

'Not My initial flight was cancelled 8 hours prior the flight Then I was automatically rescheduled for next day Next day the flight was delayed leaving Hamburg and missed my connecting flight to Las Vegas Me and several other passengers spent the night in London British Airways provided us with vouchers but the transfer bus dropped us at the wrong hotel closest to our hotel and told us that we can walk there if we want to As a result I lost two nights hotel reservations that I made in Las Vegas I opened a claim and provided all receipts to British Airways to get refund of my hotel reservations but over 5 weeks now not a single feedback from British Airways I will avoid all flights with them in future and will share this story',

'Not We will never fly British Airways again Our flight on July 15 2023 from LHR to LAX was cancelled 20 hours before departure without any explanation Since 8 weeks we are now waiting for the refund and BA does not pay us the cost caused by the cancellation Very disappointing',

'Check in and security clearance very quick at LHR T5 My wife and I used the Galleries North lounge and at 600am it was easy to get a seat Good buffet breakfast options Flight boarded on time and flight departed on time I was seated in 4 A the Club Europe seats on the A320 seem to be getting sm

aller and legroom I am 6ft was very tight Cabin Crew service was fine I chose the full English breakfast it was ok but there was a lot of water in the bottom of the bowl Flight landed on time Overall an OK flight but Club Europe doesn't feel very premium these days',

'Not British Airways has confirmed itself as the worst airline in the UK Last minute cancellation no explanation refusal to book with another airline "because we don't have an arrangement with them" What's happened to what used to be our national airline',

'Worst BA experience I was supposed to fly out to Italy on 7 September 2023 I arrived at OR Tambo International airport ready to check my bags in I already checked in online the previous evening so I had my boarding pass ready At the counter I was told that I had been offloaded from the flight as my connecting flight has been cancelled No information was sent regarding this beforehand The team at the checkin counter tried to get me on another flight that evening but there were no flights available They did manage to get me another flight the following evening with Lufthansa to Italy via Frankfurt However I did miss the first part of my trip having arrived a day and a half later than I was supposed to Upon moving the flights I did ask the BA staff whether my flights back are still valid and that everything is in order which they assured me is correct I have to fly back to South Africa on 18 September and upon checking my booking information I noticed on my BA account that my first flight Milan to London is just missing from my booking My connecting from London to Johannesburg is still there After spending the entire morning on the customer helpline two different operators picked up and in both instances the moment I proceeded to give my booking reference number my call gets dropped Currently it seems like I will be arriving at the airport again on Monday without a flight',

' My daughter and I were denied boarding on our business class flight from Madrid to Heathrow in March 25 2023 the first leg on our return flight to Victoria Canada No reason was given for the denied boarding by the check in staff at the British Airways counter in Madrid who said they were only agents and told us to call British Airways We were three hours early for the flight and had valid passports After many tries we finally reached British Airways by phone but we were told to call Expedia which had booked the flights Expedia confirmed that we had been bumped from the flight with no explanation as to why Expedia then began a long process of finding alternative flights Over the next 24 hours we had numerous calls with both Expedia and British Airways Incr edibly the next available flights were 9 days later on April

1 3 This was almost unbelievable but after many many tries it was the best we could do Even though these were Business Class tickets Part of the problem was that apparently rules did not allow any changes to routing for any segment of the flight This nine day delay was a major problem for us I had to miss work and my daughter was missing school Further we received no compensation from British Airways no penalty fee and not any reimbursement of our expenses for staying the nine extra days After our return I began the British Airways online complaint process and submitted all supporting documents I received an email reply and a case reference number And then nothing I sent numerous follow up emails and received no replies It is now months later and still I have not heard from British Airways This is shocking and definitely the worst airline service I have received for my thousands of flights over many decades I am a very patient person and this is the first time I have commented on this type of forum I think the public should be made aware of extremely poor customer service at British Airways',

'Despite boarding being the usual free for all at LHR with groups 13 being called to board all at once Whilst those passengers who had agreed to check in a bag in at the gate getting to board before anyone else However the service on board was impeccable Superb crew friendly attentive interacting with passengers and generally appearing to be enjoying their job Like BA in the old days and at its best Food choice and quality seems to have improved too no beef cheeks thankfully and even the Club kitchen appears to have returned Old style Club seating but is at least better and feels less cramped on the 787s',

'Not Flight cancelled no crew 9th September 2023 not peak holiday period so why such bad management by BA Sent to the gate left standing of over an hour and then flight cancelled As were other on that day Why does BA continue to provide such poor service a national disgrace',

'Not The worst service ever my baggage did not arrive on time Both my flights were delayed I will never fly them again Even the food was bad and your service',

' 44 flights we booked this holiday were delayed about 12 hours No wifi available on 2 of 4 flights Food and drinks very basic and expensive Cannot recommend',

' British Airways has a total lack of respect for its customers I was booked to fly from Frankfurt Main to London City Airport and just a couple of hours before the scheduled departure the flight was suddenly cancelled by BA without explanation when I was already at the airport The worst thing was the utter callousness that staff showed towards customers The ground staff's attitude was that they are merely thi

rd party agents not BA employees and therefore they quickly washed their hands of us all telling us we had to contact BA directly via phone if we wanted help They couldn't even provide us a phone number telling us to look it up on bacom So BA abandoned its passengers They did tell us that the BA departure to Heathrow had also been cancelled meaning there would be no further BA flight from Frankfurt to London that day although other airlines were still operating the route but BA refused to rebook us on them The reason given for both cancellations was "technical reasons" No assistance or information was provided on our rights due to cancellation nor any information on help regarding food accommodation help etc Their attitude was literally that the cancellation had nothing to do with them and it was our problem not theirs I received an email an hour later notifying me that I had been automatically rebooked on an alternative flight 24 hours later which wasn't acceptable as I had to get back to London that night I rang BA's call centre and again they showed a high degree of callousness 95% of the halfhour call was spent with me waiting on hold with the phone just cutting off after half an hour and no meaningful information given to me by that point There was no attempt by the call operator to call me back when the line cut and I had a solid phone signal and wifi as I was still standing in Terminal 2 of Frankfurt Main airport even though my phone number is listed in my booking contact details They just don't care In the end I had to arrange my own return to London by taking a coach to Hanh airport which was 112km away waiting there for 5 hours and then booking an expensive last minute ticket with Ryanair to Stansted At least that flight operated on time and got me back to London BA is worse than a low cost carrier now',

'London Heathrow to Keflavik Iceland in Business Class on an A321 British Airways provides an unusual Business Class experience for intraEurope flights The seating is similar to most airlines middle seat vacant and little extra space but on British Airways the Business Class cabin extends to almost half the aircraft This makes it less than a premium experience at every step from boarding to onboard The WiFi worked for only half the flight and there are no refunds But when it worked it was surprisingly fast Service on this flight was very good and we got to Keflavik on time',

'Mumbai to London Heathrow in Business Class on an ageing B777200 This aircraft featured the older Club World flatbed seats They are comfortable there is enough storage space around the cubicle and the monitor screen is among the larger ones I've seen on airplanes BAs new Club Suites are said to be far superior competing with the best Bclass rivals The e

entire Business Class cabin had just 2 washrooms but it wasn't an issue on this flight since the premier section wasn't at full capacity. There was WiFi on board fast enough to even send videos via messaging apps. Service onboard was competent but the staff lacked warmth. The food was alright and no more. The biggest plus of this flight is that it gets out of Bombay at 11:00 pm in the afternoon instead of the ungodly early morning hours most international flights take off from India. The airport experience is far more pleasant at this time. In summary, British Airways provides a good but not spectacular Business Class product',

'Care and support shocking. Written by a previously loyal BA traveller. Lies and misleading unprofessional service. Told that my flight was cancelled. Booked on to next available flight in downgraded cabin from business to premium economy. Called to ask why. Told technical fault with my original flight. My suspicion was another reason. At airport check-in, staff said that not enough crew to staff original flight earlier in day. Why take my money and allow me to book a flight which would have allowed me to get to work as a doctor in the first place. How can you trust such an organisation to look after you as a flying customer',

'Flying A380 business class should be a pleasure but BA has made it a disaster with the worst seating and configuration imaginable. How could any sane person could jam so many seats into a limited space and expect passengers to be happy. Seats are narrower than economy on some airlines and you must face another person until a plastic screen is raised. The TV screens are the size of a medium-sized tablet and the controls are behind your head in a sitting position. There is no where to put anything except one small pull-out drawer at ground level that can not be reached when seated nor accessed when sleeping. The window seats and middle seats are accessed by having to jump over a passenger on an aisle seat and the seats are so low that they are hard for elderly to get out of. The whole business class set up is a sick joke. Eating is difficult because the seat is not close enough to the table and the tables are so flimsy that drinks can fall off. Are there any redeeming features? The answer is no. If you like a little comfort, avoid BA like the plague',

'British Airways absolutely does not care. My reserved seat was changed from an aisle to center seat for this overnight full flight and it was quite awful. After enquiring at LAX check-in, the agent said sorry, nothing we can do. Onboard the flight, the attendants seemed to try and finish the meal service at a racing speed with meals/trays passed out with no proper questions about choice. Then back and clearing trays and they disappeared to rest in the kitchen for hours after

that No water runs if you need anything do not bother with the call bell as they simply ignore it I used to like travelling British Airways 1015 years ago but the bean counters have been in and lowered it close to a lowcost carrier I guess staff are badly paid from their terrible attitude and service My last trip to London was with Delta they are so much better than this very poor excuse of an airline that British Air has now become',

' My recent experience with British Airways was not just horrendous it was an utter abdication of responsibility on their part I arrived at JFK ready for my flight to Malaga only to find it had been cancelled with zero notice After a draining 2hour altercation I was finally placed on a different flight The nightmare continued when I landed in Malaga sans luggage containing essentials for my sons wedding Thirty agonizing hours later the bags showed up—but my brandnew iPad and a special watch for my nephew were missing The items werent merely valuable they had emotional significance which made the loss even more gutwrenching Youd think a reputable airline would make amends for such errors Despite the clear mishandling of my baggage by their team they refused to offer any reimbursement or even a modest amount of airline credit Their customer service was not only ineffective but also astonishingly callous Their response was in essence Its your fault for trusting us with your belongings This isnt just poor customer service its a complete disregard for basic human decency and responsibility British Airways had numerous opportunities to right their wrongs and chose not to If you have any respect for your time belongings and emotional wellbeing avoid British Airways at all costs They not only fail to deliver on promises but also refuse to make amends when they err leaving customers to bear the brunt of their incompetence',

' This is to express our displeasure and concerns regarding our flight to Italy Our trip was effectively ruined by the failure of our luggage to arrive with us coupled with the length of time it took for it to eventually reach us 9 and 12 days Our departure dates June 19 2023 Flight BA 294 Chicago to London June 20 rebooked by BA on BA 546 London to Rome All flights were late On arrival in Rome my wife was forced to walk to the checkin desk because our reservation for wheelchair assist from the plane was never transferred by BA She was told by the cabin crew that there was no reservation for her transport Also our checked baggage 2 failed to make the BA rebooked flight from London to Rome BA took 9 days to deliver my bag and 12 days to deliver my wifes I called BA Baggage Claim Services daily I was frequently cut off after waiting on hold for over an hour We had Apple Air t

ags in both bags and sent pictures showing their exact location to BA Baggage Claim several times After 5 days BA stated that they found my wifes bag but needed to verify ownership Both bags as described had bright pink 4" easily visible tags and bright pink bows Taking 9 and 12 days to deliver them is inexcusable Our return date July 3 BA 553 Rome to London BA 297 London to Chicago All flights were late We arrived in Chicago more than 3 hours late missing our ground transportation to our home in Michigan 3 hours away We had to find a hotel and stay overnight near Chicago On July 12 we filed our expenses for replacement of lost clothing and toiletries also for food purchased at Heathrow due to the flight delay and overnight hotel charges in Chicago After 2 weeks I went online asking for some followup on both cases but have had no response at all from BA We are retirees on fixed income and cannot fund BA's errors I can honestly say that the times I was able to reach a human being they were all courteous and attempted to help but appeared at a loss

' I flew London to Malaga on 27 August in Club Europe We stood around at Gate B45 in Terminal 5 for over an hour with staff giving very different reasons for the delay late inbound aircraft etc but the plane we boarded had been sitting there for more than an hour After boarding the captain stated that because they had changed planes there would be no meals served This is Club Europe and we received one small packet of crisps throughout the flight No effort to apologise We smelt the hot meal for pilots being heated and then saw it being served to them on a Club Europe meal tray Cabin crew also had warmed pastries and were very quick to use an air freshener in the front galley while customers received zilch BA sent an email the following morning to say sorry nothing else What a complete and utter rip off by an airline that is already cutting back on so many things I paid a full Business class fare did not receive any part of the onboard meal service and they expect an email to be sufficient Avoid BA if you have any other option nowadays they are the worst in Europe',

' I arrived at the airport about 25 hours before takeoff to have more than about time to get checked in go through security etc All that went without any issues Being that I was relatively early at the gate I was one of the first passengers there After some time boarding had opened First the business class got called up then families with children and disabled people A couple minutes into the boarding they started to call up people one by one by name Then there was an announcement they won't let anyone in anymore Me and about fifty other people were still standing at the gate not being

g let in The reason they said was that the plane was short staffed Later I discovered speaking to a manager that not only the flight was short staffed but also it was overbooked After the announcement people were getting angry because they wouldn't be let in anymore Nothing changed and everyone was sent away I had a connecting flight later that day that I was going to miss because I was not let on the plane First I tried to get my luggage back which I didn't receive immediately but got a hold of later on thanks to the airport personnel Then just like everyone who was going to fly with the same plane I wanted to talk to someone from British Airways Since they don't have a service center at Frankfurt Airport everyone went to the checkin counters where we received food vouchers but not a single person was either able to rebook my or anyone's flight nor get anyone refunded All the staff said was that we were going to receive an email in a couple hours with options to rebook the flight or get a refund I waited four hours for the email at the airport that did not come until today Trying to call the airline did not help either because they did not answer the phone or hung up in the middle of the conversation After the four hours of waiting for the email me and some other people from the same flight went back to the checkin counter to get a confirmation from them that I will receive a refund Being that there was a new shift the personell did not know what had happened When they scanned my passport and looked at the flight they found out that the system was dying that it was my fault I could not attend the flight It looked like I had missed it For everyone standing there with me it was exactly the same But the people at the counter said they could not do anything about it Later on we were able to speak to the manager after many phone calls he said they were going to take care of it We are supposed to get an email at some point in the future I was not able to get a written confirmation that I will get refunded even after several times asking for it I already flew a lot of times in my life but never ever has such a thing happened to me Not only that me and so many other people were not let into the plane but also the customer service being so horrible that they were not able to rebook or confirm a refund in any way In the end the only option for me to get to my destination would have been to book a last minute flight for a lot of money which I would not know if I ever got it backed',

' Filthy plane cabin staff ok appalling customer service staff who couldn't care less when dealing with a complaint Paid extra for club Europebusiness class Food was poor they gave you wipes to clean your seat area yourself and we were split up so they could accommodate families Not really what

you expect when you pay for the extra service Will be cancelling our other bookings we have with BA even if that means we lose our deposit',

' \xa0 \xa0Chaos at Terminal 5 with BA cancellations and delays and staff give different reasons depending on who you ask 9 out of 10 answers were lies Sadly BA airport standards at T5 are worse than ever and we are long past being able to use Covid as an excuse As a short haul club Europe trip I expect very little from BA any more and they barely even provide that with cutbacks during Covid that are now permanent If you can find an alternative carrier on the same route choose them rather than BA Sadly on my route BA have a monopoly \xa0',

' \xa0 \xa0As always when I fly BA it was a total shambles I was booked Manchester London Madrid BA first leg and Iberia 2nd I try wherever possible to avoid BA however the Manchester London was late however I ran for my IB flight and got to B gates just as boarding started being Group 1 I went to board and the gate sounded an alarm BA had removed me from the IB flight to a BA flight 3 hours later As BA had reissued the ticket IB could not put me back on the flight so 3 hours wasted because of BA's total incompetence This airline is a total disgrace the crew were not nice typical BA crew oh im so fabulous I dont need to be nice to paying passengers club europe cramped and terrible food ',

' First time using BA business class but we were pleased with the service received No one was waiting at check in bag drop and through security in 2 minutes We used the lounge in the b gates area which we found quiet with plenty of food and drink on offer Boarding was quick and the cabin was on a 1x2x1 layout with 12 seats although there was a larger bc cabin behind that had about 30 seats Again food and drinks were plenty full and good quality Service from the cabin crew was excellent and the cabin manager Lauren even made up a birthday card when she found out it was my wife's special birthday Departed early and arrived at JFK early as well The only thing that I disliked was paying £117 each to select our seats and no free wifi',

'Not Extremely rude ground service We were nonrev flying and London was our connection layover Gate agent was extremely rude and forced me to check my carry on suitcase with the explanation that it was "oversized" However when I put it in the sizer it fit perfectly without force The plane was not fully booked and had lots of room overhead The gate agent was insistent and rushed us with no regard for the fact that we would have to redo security in order to get our bags again as we were switching airlines and needed to carry them on due to our nonrev status The flight itself was good

attendants were polite and helpful No complains there Just extremely unhappy with the gate agent service I understand that it is not a pleasant job and frankly I would not be overjoyed to work there either but that does not explain why we had to be inconvenienced with no fair explanation or attention',

' My son and I flew to Geneva last Sunday for a skiing holiday in Les Arc The flight was cancelled moments prior to boarding and we were transferred to a flight departing three and a half hours later that then got delayed by a further three hours They didnt load any food on to the plane and forgot to load the baggage for all the business class passengers who had been on the earlier flight Problems happen its a complex operation What is totally unacceptable is the service one receives when there is a problem The offshore call centres are unhelpful and obstructive wanting to fob off issues by getting the customer to call special help lines that merely refer one to a webpage and then cut off The web pages are often unable to give information as they are not updated and often refuse to update your inputs at this time please try again later There is no access to people that are willing to help empowered to help or actually move a situation forwards in any way Weve been sitting in a hotel waiting for the bag to arrive for two and a half days unable to ski due to our entire wardrobes being in the cases The outdated luggage tracking system had the suitcase in Geneva 2 days ago where it sat with noone willing to step up and get it delivered What an incredibly heartless and incompetent company ',

' For the price paid bought during a sale it was a decent experience although the club class business class seats offer no more legroom than economy class using shorthaul fleet on a 4 hour flight Fast track through security was not honoured The lounge at Istanbul airport was overcrowded as it is also open to the public who can pay for usage causing a long queue for entry which was badly organised Boarding was smooth cabin crew were friendly but their service was hit and miss Eg Some people got a "welcome" and some didn't Half of the cabin was automatically offered coffee after dinner but not the other half However drinks were replenished generously and regularly and the meal was good with a choice of three mains from the menu',

' Flight left on time and arrived over half an hour earlier than scheduled thanks to strong tail winds The flight was full but no catering had been loaded for economy passenger at Heathrow so for 3 and a half hours we only had a small bottle of water and a small packet of corn snacks Nothing at all available to even buy to eat Worse than a lowcost carrier

er experience in this sense One of the light panels overhead the seats towards the back of the plane was broken and loose and just hanging above the unfortunate passengers head for the whole flight poor maintenance of cabin I would choose another airline on this route in the future as one of their competitors offers full meal service on this route even in the economy cabin',

'Very Poor Business class product BA is not even close to the other airline leaders Which ever way they sell the seat on a 777 it is a 242 layout The cabin feels and is very cramped The food in business class is economy quality just served in a china dish However the price of course is at premier levels The only positive of the whole flight and return were the cabin crew who were fantastic I felt genuinely sorry for them having to try and flog such a poor product Would I fly BA business again only if there were no other options and I had no choice',

'Not This review is for LHRSYDLHR BA015 and BA016 Business class had a 121 configuration on 777 giving space privacy and easy aisle access Seat reclines into comfortable flat bed Good quality pillow and duvet Privacy with sliding door Good storage space around the seat and charging point Flights on time no delays Gluten free meals were very poor in quality and presentation Warm processed meat between two bland slices of GF bread apparently is a business class breakfast On two sectors the main course no choice offered was bland fish which was served in a single small tray covered with foil in business class Condensation had formed as the dish was reheated probably from chilled so the offering was sitting in a weak watery liquid One crew member appeared genuinely apologetic as they meekly served one meal Do BA also serve the same GF offering in economy economy plus and first on a long haul flight My advice if GF take your own food or dine in the lounge if you are in the care of BA for 24 hours My travelling companion had very good regular meals or so they told me with a choice of main course on the same flights Crew gave the impression that they were doing a job covering the basics and rather than welcoming and engaging Usual hospitality industry waffle about service but little of substance delivered',

'Absolutely pathetic business class product BA is not even remotely competitive with other International airlines in the business class market With old outdated 8 across seating no I did not make a typing mistake you either have to climb across someone or someone has to climb across you to gain aisle access The crew must also hate this layout since they have to reach through little window openings to provide service to passengers in the 2 center seats BA like most other

Europeanbased airlines does not have a factual IntraEuropea n business class product even though they promote sell bus iness class IntraEurope flights feature the same 33 seating throughout the aircraft the only difference being the midd le seat is left empty in business class passengers get a m eal drinks but this does not justify the higher cost BAs T ransAtlantic business class product is only slightly better because of the narrow 8 across seating The biggest surprise on both the LISLHR LHRIAH flights was that BA has in fact substantially improved their food quality Shocking Unfortun ately it is served in the WORST business class configuratio ns of ANY International airline I have flown The entertainm ent system small screens my laptop screen is twice the s ize is like an airline offering 2 decades ago The flight c rew was pleasant perfunctory which is about the best one c an expect from a BA crew BA will simply never match the qua lity of carriers like Singapore Emirates Qatar Etihad EVA A NA Japan Air New Zealand Qantas or many others BA can compe te with USbased airlines like Delta American United which are also not even in the same Universe in terms of a highqu ality business class product One of the biggest slaps in th e face is that BA expects business class passengers to pay to select seats even though they have paid thousands of dol lars to fly business class Several hundred US dollars for T ransAtlantic flights Only if you wait until 24 hours before flight time are you allowed to select a seat at no cost Cer tainly another BA Management decision that was made without a functioning brain',

'Not Overall not bad Staff look tired and overworked tr ying their best Weird seats I was in 21G going and 21D goin g home The buttons to press for the seat recline are so sti ff I had to get help on both flights to get them to work Th ere is another button also very stiff to bring the "leg res t" out This is an awkward thing which doesn't come up far e nough to be of any use at all for your legs but just obstru cts your feet really Again I had to get help to activate th e very stiff buttons At one point the lady next to me was p ressing the buttons for me while I tried to recline sit up or put the "leg rest" back We gave up and called the flight attendant who also had trouble BA please give this some mai ntenance Food only one out of three menu choices available by the time it got to me in Premium Ec It was pasta and was not too bad A Christmas Turkey Dinner was offered but why n ot load more if it is so popular that it is not available 1 0 minutes into the meal service "Breakfast" was an unidenti fied soggy pastry thing in a cardboard tube It was disgusti ng same offered on return journey A cold pastry and fruit w ould be so much nicer The tea and coffee was hot at least O

verall I would say Air Canada provides a much superior Premium Ec service than BA I won't choose BA again',

'This was our first flight with British Airways in over 13 years and as usual I couldn't fault them As we were connecting we had little interaction with ground staff staff in the lounge were friendly and helpful Cabin crew on the flight were great very welcoming and friendly Our meals were delicious no shortage of drinks being offered The seats were economy seats with the middle row blocked off and some recline We arrived into Stockholm a little early through a snow shower which was a nice welcome back to Stockholm Bags checked in at JFK were delivered safely within 20 mins of arriving',

'I recently encountered a highly disappointing experience with British Airways specifically regarding their customer service After my initial flight leg was canceled I was rebooked with a connection at London Heathrow reduced to a mere 1 hour and 30 minutes Realizing the impracticality of this I promptly contacted British Airways within 10 minutes to request a more reasonable layover of 34 hours Shockingly the customer support representative flatly refused citing an inability to change my flight Despite explaining the logistical challenges of a short layover and a terminal change requiring additional security procedures I received no assistance To add to the frustration the representative inaccurately noted on my account that I was presented with multiple options during our conversation Moreover the use of military time format and the lack of initial options provided only exacerbated the communication issues Both phone and email support proved equally incompetent and I was informed that customer service is outsourced to India allegedly contributing to the subpar service This experience has left me not only struggling to rebook my flight but also with a strong resolve to avoid British Airways in the future The lack of assistance blameshifting and overall incompetence in customer service make it my worst experience yet I strongly advise others to steer clear of British Airways and their appalling customer service',

'Not Beware BA dont provide any refund due to a very serious medical reason My father was diagnosed with a severe heart defect a couple of weeks before his flight date and BA refused to give any refund as this was not a good enough reason We sent them a medical note from his doctor saying he is unfit to travel due to potential heart failure and needs to have heart surgery as soon as possible and the operator totally dismissed it They said only thing they can do is change the travel date within a year Heart surgery recovery takes months and its highly unlikely that he will be able to

o travel within the year meaning he would lose his ticket and money They said they cant do anything to help not even change the name on the ticket so someone else can use the tickets The most ridiculous thing Ive heard',

' Check in was chaotic and badly organised Even though there were two desks one for premium and one economy there ended up being just one queue in front of the premium check in even though most passengers in it were economy That meant that those travelling in club or with higher status had no separate queue to join Whilst I was waiting in line another passenger went up to query and we ended up forming a new line in front of the economy check in desk for premium passengers unnecessarily badly organised the staff in charge should be retrained Security at the airport was very quick and through to the lounge This is a generic airport lounge for all airlines and it is actually quite good overall Nice layout and seating options reasonable food and drink options and an outdoor terrace which is really nice Boarding was very well organised although quite slow to get everyone on board but the flight was probably only half full and we still departed early so I think they felt no rush and it actually made the boarding experience nicer and more relaxed On board the club Europe seats are fine by European business standards although as previously commented are really not very good overall the meal service was disappointing As is normal BA do not stock enough of the proper meal option when the options are so limited and varied in quality BA really should stock enough for everyone to have the good meal Sadly they had run out by the time they got to me so I had the option of vegetarian sausage or a salad I wanted a hot meal so went for the sausage and I can honestly say it was one of the most disgusting onboard meals I've ever had in any cabin class rolling some mush similar consistency to mashed potato into a sausage shape does not make it a sausage BA you need to improve the meal options make the vegetarian meal something you specifically have to request in advance and offer all passengers a choice of two decent meals then people will not be left with such a substandard alternative when their first choice runs out Whilst I hadn't planned on using it the on board WiFi was not functioning so was not available to use Overall though the flight was fairly comfortable and the cabin crew were very friendly and efficient I used avios to pay for the flight so it was obviously good value for money for me',

'Not All 4 of our flights were fine in terms of comfort punctuality and service I feel safe with BA and that is my main reason for booking with them even though I could travel with other airlines more directly On our return flight AT

LLHR we skipped the evening meal preferring to sleep and we re looking forward to a hearty breakfast prior to arrival at LHR Sadly we were seriously disappointed To serve a chicken sausage in a wrap for a business class breakfast is just unacceptable Does BA actually pay experts to design these breakfasts Low point on an otherwise good trip',

'cNot I had hoped this would be a good review but unfortunately it won't be I flew business class from LHR to PDX on the BA nonstop It was a 787-8 series aircraft The flight attendant specifically mentioned it was eight years old as he recalled flying it when it was brand new The business class seats were abysmal My seat was at the window facing backwards With the divider down which had to be in that position for boarding taxi takeoff and landing I was literally just a few feet away from the person in the aisle seat who was facing forward We both couldn't help but stare at one another It couldn't be avoided It was horrible The service was n't all that good either The flight attendant did a predinner drink When she came back to ask for my choice for dinner she said none of my selection were left I was a little upset as nothing else appealed to me She then came back later and said the other part of the aircraft had more of the meal selection I wanted I'm not sure why they didn't coordinate that to begin with I was NOT offered any wine or other drink with dinner The meal was put down in front of me and the flight attendant never came back other than to clear the tray Overall this flight was not very good I flew over on American and back on BA and paid 6000 roundtrip I'd fly American again My preferred carrier is United or Lufthansa I'll never fly BA again',

' I was going to fly to Frankfurt from Glasgow over London but the flight from London to Frankfurt was cancelled This meant I had to stay overnight in London where I have no accommodation etc As I was rebooked to a flight from London City airport which was more than 2h by train I had to get an uber and then take a hotel for £250 in total London prices I was reassured over the phone that I would get all the money back My flight from London city airport was then cancelled again and rebooked to London Heathrow but two days later I then cancelled that flight and rebooked a new one with Lufthansa as I urgently had to get to work and needed the money I never received the money back for the hotel compensation for cancelled flight 1 compensation for cancelled flight 2 the extra food I had to pay for the uber or the actual cost of the flight I was first transferred 3€ by British Airways They stopped replying to me and told me the issue was weather conditions although other nonBA flights were going I lost over £700 in total and never got compensated for the 1

loss of a work day either It just really feels like they don't care about people Worst service airline ever',

'Much better experience this time around Flew CPT to LHR on a new A350 Checkin was efficient I used the Bidvest lounge at CPT as it is better than BAs lounge Boarding was speedy The new business class club suites are very good Slightly irritating to be directed to the wrong seat 1A instead of 1K which meant that after settling in the passenger in 1A showed up We arranged a seat switch Second time in a row it has happened Why cant BA staff memorise which side of the plane is which and get it right Captains announcement was short and on point Welcome drink was served at the correct temperature ie cold first time ever for me previously BA has always served the welcome champagne warm IFE system was good everything worked as it should Felt slightly cheap that business class passengers have to pay for wifi I did not bother Cocktail was good The nuts came on a cheap plastic tray which was naff other airlines bring out something classier A female flight attendant came to take my order and I asked for Rooibas panacotta and the chicken breast She repeated back to me so you want a P and a C It was such a bizarre thing to say that I misheard I thought she said so you want beef and sea Confusion reigned until she explained to me she had a checklist of passenger orders and they abbreviate to first letters so she was saying P for panacotta and C for chicken But how bizarre to repeat back an order to a passenger in code Why not just say so to confirm panacotta to start and chicken as your main dish like every other restaurant airline does in the world The internal coding of food ordering is exactly that internal She even looked irritated at me that I did not understand her jargon first time The food when it came was excellent Much much better than recent flights I read somewhere that BA changed caterer If so it shows The panacotta was superb as was the chicken good restaurant quality The wine was OK to good but definitely not good to excellent I feel that while the food has got better in BA business class the wines have got worse Certainly compared to Air France which I have also flown recently The wine was brought out on time not after I finished eating as it was last time I flew BA business Cheese was also good and not teeth crackingly cold as last time I had a good nights sleep Plenty of snacks out if you wanted them and they did not run out Breakfast was excellent and the coffee was hot previously it has been lukewarm So all in all a vastly improved service offering The staff seemed rushed off their feet it would not hurt to have an extra flight attendant to look after so many business class seats Overall summary vastly improved passenger proposition It would be 10/10 but I deduct

a point for showing me to the wrong seat and another point for the bizarre interaction with the female flight attendant who repeated my food order back to me using internal jargon codes',

'Once again a terrible business class experience with BA The flight was delayed by 45 hours The plane was very old with problems with at least 4 of the seats in business class not cleaned properly prior to departure Food was terrible as always with BA and only one choice available from advertised menu As a result of the delay we missed our connecting flight from Heathrow and instead of putting us on the next connection they chose the second last flight of the day which was also delayed by over an hour meaning we had an additional 4 hour delay whilst at Heathrow At no point were we advised about our compensation rights despite asking at check in and connections or provided any vouchers during the delays Having flown Etihad Qatar and Virgin business class equivalents over the last year it is clear to see how big the gap now is between BA and its rivals ',

' BA A380s are showing their age hopefully they will update the interiors soon because it was a let down especially when the flight lasts 11 hours Cabin crew were good and helpful Dinner was ok but the breakfast was grim On board entertainment was not the latest and seat back USB ports didn't work The only upside of BA is that it is only 1 of 2 airlines who fly this route directly and their pricing reflects this if you're prepared to lay over then there are better airlines out there',

' \xa0 \xa0Credit to BA Flew to Singapore recently and also back from Doha to London and both experiences were great Service was fantastic as was the quality of the food entertainment and was left feeling BA have got it together after a few previous below average experiences You definitely notice the difference with the staff on BA Far more approachable and outgoing compared to the cold and corporate middle eastern airline crews Nice one BA for 2 great flights',

' \xa0 \xa0The check in area for premium classes at Gatwick is very nice and there was no queue when I arrived so I was able to drop my bag very quickly Premium security at Gatwick is fine The flight was delayed due to NATS issues but the member of staff on arriving at the lounge let me know of this The lounge is nice and it's very comfortable There was an excellent range of food and drinks All the drinks you would expect Food wise there were sandwiches soup pasta salads fruit Spanish stew as well as turkey and ham pies with mashed potato roasted parsnips and carrots and gravy It was all really good and particularly nice to see so many options Boarding was pretty slow although the gate crew did a good

d job to keep it well organised and allow priority passengers to board first As has been well documented the onboard experience in terms of seat on ba Europe business is pretty poor but in line with other European carriers sadly That being said the seat is well padded and comfortable and the adjustable headrest is quite good The on board catering was of excellent quality I was lucky to get my preferred option of the roast turkey but several people sat near me weren't as lucky I do understand that meal options may run out but when the meal options are roast turkey with all the trimmings vegetarian cottage pie or a chicken salad you really should be stocking enough for every passenger to get the proper meal Or failing that allow an order in advance service where you then only stock the meals that people want to eat Whilst I fully support the desire to minimise waste both food and cost people really should really be able to get the ideal meal option Unfortunately one of the people affected reacted very badly to this and took it out on the cabin crew which is unacceptable they also lost a bit of perspective about just how serious a situation it actually was The cabin crew were very nice friendly and professional if a little slow but not to the point of detracting from the positive experience I had The ground service at Gran Canaria was pretty poor priority bags clearly meant nothing 95 of bags coming out were not priority mine came out about halfway through bag delivery and demonstrates poor delivery of service and not fulfilling on the service they promise to their customers Overall though it was a very nice flight and having paid for it using avios and £1 I cannot complain at all',

' The flight took off a little late due to Heathrow congestion but still landed on schedule Boarding was smooth and the onboard service was efficient A small snack was served for free with a bottle of water additional items were available for purchase The cabin and toilets were very clean Overall an unremarkable flight but in a good way',

'BA is great in the air But they sell you connections thru London Heathrow Terminal 5 their private BAonly terminal which you are practically not able to make 90 minutes stopover time European flight inbound transatlantic flight outbound you arrive at the terminal gate ON TIME and book security Endless line slow process Your boarding starts and you are nowhere near the X ray and then it is a train ride within the same terminal but different distant buildings Almost impossible to make Lots of stress',

' I had broken my leg 2 days before our return flight from Lisbon to London I called to get some assistance from British Airways hoping for wheelchair assistance an easier seat to get to or possibly an upgrade so that I could stretch out

t my broken leg which was in a cast This airline failed on all fronts Quoted us a price of €6000 each I was traveling with my husband which we could not do Almost didnt let me on the plane trying to interpret my medical report They did not attempt to change our seats which were near the back The single concession they made was to allow me to board 1st but did not offer a wheelchair so I had to swing myself down the aisle to my seat using the arm rests of all 21 rows before my seat as the aisles are not wide enough for crutches Might I add I am nearly 70 Had to exit same way No wheelchair waiting for me at Heathrow had to hop onto bus with crutches to change terminals and nearly took a tumble doing so Took so long to get a wheelchair that they had to hold my connecting flight on another airline for me and we were last to board That flight had allowed us to upgrade to business class for a reasonable price and took great care of me',

'Check in at MIA straightforward BA use American flagship lounge near gate D30 which is excellent Flight delayed but only by 1 hours Boarding chaotic On board staff were fine Seat was fine too but product ageing Post take off service prompt Slept for 6 hours I noticed that in club world BA have ditched rose champagne which is a shame Pre arrival breakfast was ok Slow to deplane Luggage off ok',

' \xa0 \xa0Never I saw such a terrible customer experience The plane landed already 30 minutes late despite any operational delays the boarding took over 1 hour because the crew did not know where to place the luggages After this long 1 hour boarding process the captain did not apologise This is extremely frustrating when this occurs on a night flight forcing passengers to lose train connections to home',

' Having not flown with BA for a few years I read some of the reviews in preparation needless to say I boarded this flight with low expectations I was pleasantly surprised as the flight was ok We left LHR a few minutes early and arrived at JNB ahead of schedule Cabin crew although not as good as some carriers were attentive and professional Onboard catering was a disappointment as if you were unlucky to miss out on the chicken you were given a very sloppy pasta On board entertainment has never been BAs strong point and sadly that hasnt changed Unfortunately BA is not the prestigious carrier it once was but its not as bad from my experience as some reviews suggest',

'Dear Community I feel compelled to share the utter frustration and disappointment that defined my recent travel experience with British Airways Buckle up folks this ones a rollercoaster On July 16 and 17 2023 I had the displeasure of flying with British Airways on BA709 and BA7 and let me tell you it was a nightmare The initial flight from Zurich ZRH

to London LHR on BA709 faced a seemingly unavoidable onehour delay upon arrival at LHR This of course resulted in me missing my connection to Tokyo triggering an automatic rescheduling of my flight to Tokyo HND via Beijing with Air China a 0h but the fun didnt stop there – flight CA183 was also delayed turning my 16hour delay into a grand total of 23 hours finally arriving in Tokyo at 2300 instead of the promised 710 And the cherry on top My four checkedin suitcases decided to take a detour and didnt join me in Tokyo forcing me to waste an additional two hours filling out forms at the baggage center I finally got my lost luggage back on July 23 because why make it easy right But wait theres more My return flight from Tokyo to Zurich BA8 on August 8 also danced to the delay tune making me question if punctuality is just a myth for British Airways The cumulative impact of these delays torpedoed my vacation plans stealing a whole day of scheduled activities including a guided Tokyo tour As if that werent enough I had to dig deeper into my pockets for unforeseen expenses—extra airport transfers tour operator assistance fees emergency purchases airport meals and international calls for rearrangements The lack of assistance at LHR airport was the icing on this bitter cake Installing the BA app just to get basic information about alternative connection flights was a hassle and the fact that no BA clerk could provide this info in person was downright infuriating British Airways youve left me with a sour taste in my mouth and a dent in my wallet Heres hoping you take this feedback seriously and step up your game because right now its not a good look Frustrated and fed up Bert',

' Quick bag drop at First Wing but too many passengers so had to use fast track security in main terminal Direct entry to Concorde room outside security south Ate excellent breakfast which was served promptly Concorde room is a nice place to wait for a flight there is some interesting memorabilia and an excellent bar Boarding from c gates was disorganised and slow On board cabin crew excellent Good choice of beverages and these were of high quality Food was good Seat comfortable No first bedding provided On time arrival into Miami Baggage took 1 hour to arrive',

' 4 Hours before takeoff we received a Mail stating a cryptic message that there are disruptions to be expected as there is a limit on how many planes can leave at the same time So did the capacity of the Heathrow Airport really hit British Airways by surprise 4h before departure Anyhow we took the one hour delay so what but then we have been forced to check in our Hand luggage I travel only with hand luggage to avoid waiting for the ultra slow processing of the checked in luggage Overall 2h later at home than planned with r

eally no reason just due to incompetent people Service level far worse than Ryanair and triple the price Really never again Thanks for nothing',

' I recently had a delay on British Airways from BRU to LHR that was due to staff shortages They announced that there was a 2 hour holding delay but they would board us immediately in hopes of clearing the gate and leaving early We had to wait the full 2 hours inside the airplane The plane was old dirty had no power at the seats The staff provided a small bag of pretzels and 250ml of water to the passengers for 2 hour delay and 2 hour flight There were no options to purchase food or drink There were no entertainment options available I am a OneWorld emerald elite member but they do not upgrade members based on status First class lounges at Heathrow are overcrowded understaffed and poorly equipped The help desk is completely unhelpful when an error arises with delays and cancellations even when having the top status The Avios points system has been devalued to near worthlessness and requires fees to book reward that nearly equal the price of the revenue ticket British has lost its way in recent years and has moved from a worldclass airline to a budget airline with much worse service and timeliness than Ryanair or EasyJet',

'Not Boarded on time but it took ages to get to the runway due to congestion Flight was smooth and quick Snack and drinks were good for a short flight Landed only about ten minutes late One bag of three left in London forms quickly filled in and the bag was delivered the next morning',

' 5 days before the flight we were advised by BA that it had been cancelled and asked us to rebook There were flights 1 hour before and 1 hour after our original flight but they made us take one 3 hours earlier Our original ticket and the return flight a week later included a checked bag When we arrive at Heathrow to check in we are told our ticket doesn't include a bag and we will have to pay 75 pounds each to take them We explained that the original ticket had the bags and when they checked the system they confirmed that it did but not this one They would make no effort to sort it out and just told us to pay up or they would remove us from the flight So we had no choice but to pay up thinking it should be pretty easy to get a refund 15 months and 10 emails later we have still not seen a penny Every time I ask where my refund is and state how long we have been waiting I get an inane email saying some departments take longer than others to respond Absolutely hopeless airline to stuff up the booking in the first place and even worse customer service to not even attempt to solve the problem at check in even when they could see the mistake THEY had made in their system

m compounded by being be unable to investigate a very simple claim and refund me 150 pounds in 15 months',

'Not \r\nWe traveled to Lisbon for our dream vacation a cruise to Portugal and Spain Our friends did not EVER get their luggage It was a two week cruise Two weeks without a change of clothes or her CPAP machine Contacting customer service was a nightmare We never talked to a real person Very little effort was put into getting them their bags In one port we were on the ship and the bags were at the airport The airlines did not deliver the bags nor did they tell our friends that they needed to go get them The airline couldn't be bothered to take the bags from the airport to the ship BA says it is their policy to get you your bags within 72 hours That is a joke It's been over two weeks and they still don't have them They are back home in the US and last they heard the bags were in Lisbon If you have a choice do not fly British Airways Customer Service is non-existent',

' Booked a flight from Bucharest to Manchester with a 2h 45' layover at Heathrow Flight was delayed from Bucharest because of ATC strike Arrived at Heathrow 40 minutes later than scheduled and still had enough time to catch my connecting flight Unfortunately we were stranded in the plane and waited a very long time to disembark the plane due to lack of staff or slot shortage it's a common problem with BA at Heathrow I missed my connecting flight because of their delays and they told me I had to wait all night in a freezing airport for the first flight the next day There was just a shameful 10£ food voucher which is a joke considering the ridiculous prices at LHR No accommodation offered and had to sleep in a very cold airport I asked for compensation and they sent me a long text with the same lame excuses that they are sorry but they will not compensate anything I can't imagine a worse airline than BA regarding customer care It is not about money here but rather than the way they treat customers It is the last time in my lifetime that I will be flying this joke of an airline',

' Booked online months ago and the only hitch was replacement aircraft meaning chosen seats were different I was informed of this prior to departure so could amend Bag drop at MAN T3 wasn't smooth but I suspect that was MAN fault Shuttle boarding was slow and delayed meaning a rush at LHR T5 The flight to CPT was full but we left more or less on time The cabin was clean and PE was what we expected sufficient leg and arm room plus a few little perks with drinks Only complaint is the seats actually recline too far Staff were very good during the first few hours of service especially George Food was quite tasty but one option wasn't loaded Breakfast was also quite tasty and we landed on time The fly in

the ointment is both our cases arrived late on the carousel and only later did we notice both had been broken into like ly at CPT All in all a pleasant surprise',

' The flight was on time The crew were polite It was the s ame story on my outward flight I find that BA in Europe is generally pretty good though I regret that they have substi tuted Prosecco for Champagne on the list of drinks you can buy in economy So many complaints about BA and other airlin es revolve around lost luggage that I never check in bags e ven for long trips',

'Not Angry disappointed and unsatisfied My route was fr om London to Atlanta My suitcase was not boarded therefore not landed with me For both comfort and safety reason a bag always fly with its passenger and that did not happen Claim s and few phone calls were made by desk assistants who answe red my questions unprofessionally and miserably Certainly I was left with nothing but my backpack which contained not more than few snacks Neither clothes nor anything else was ever provided as an apology Meanwhile I was also told that my bag would have been delivered through the next 24 hours which also did not happen British Airways is a great airlin e to fly with but its organization when it comes to custome r service is poor and uncertain Still waiting for my bag',

' As an infrequent flyer British Airways was always my fir st choice With some reassurance and comfort of service qual ity luggage allowance etc In fact I've never flown with the budget airlines My most recent flight has now changed my vi ew and causes me to reflect on what am I actually getting f or my money and is BA what they once were While the flights were around an hour delayed both ways the cabin and ground staff service were ok It is the facilities or lack of that I am most disappointed by The flight was Approx 4 and a hal f hours and the only thing offered was a half cup of water that was poured out and a bite sized banana slice of cake I n fact on my return journey I wasn't even offered the water To top it off BA no longer have a media screen from which y ou can select something to pass the time away There wasn't even the obligatory flight journey The WiFi was poor I coul dn't even access the shop However for a fee so much more wa s available This explains BAs record profit of £152bn So th e question is what am I paying for I will now for sure opt for the budget airlines They are transparent with what they offer and what you have to pay for which I can decide to ch oose or not As BA now stands for Basic Airways I'll go else where and get basic for cheaper',

'Not A totally unremarkable flight on time as comfortab le as European configuration goes No catering due to the st orm effect greatly exaggerated This was advised by email a

nd a euro 15 was provided not easy to use but lounge made up for this loss',

' 1 Ground crew in Heathrow left 60 passengers luggage We had 3 bags 2 The Heathrow ground crew left 1 of ours behind after the 1st two were received the next day 3 The Heathrow ground crew lost our 3rd bag 4 times and we were on the phone with them for over 3 hrs over the course of the week 4 Due to this we had to spend 500 on health and beauty items for my wife on our cruise 5 British Airways said they MIGHT reimburse after 3 months 6 We had to spend 100 in cab fare to Barcelona because the Barcelona ground crew Iberia claimed they had delivered it to us 7 Heathrow ground crew made us 15 minutes late arriving back into Heathrow after our cruise We actually landed 10 minutes early but those incompetent people still were not ready for us 8 The Heathrow ground crew caused us to leave 45 minutes late even though ALL passengers were boarded and ready 15 minutes before the departure time This will probably mean we will miss our connection in Anchorage BA clearly does not care or know how to operate a ground base shameful BA is a joke and should be embarrassed they can't operate like a normal airline They do not grasp the concept that even a small hiccup can cause mass ripples of chaos to other people',

' London Heathrow to Gibraltar on 24th October 2023 I shall start by reference to the booking process I used the BA website to reserve the seat and food the website to be easy to use and clear in every aspect The flight was due to depart from terminal 3 but the passengers were bussed for a good 15 minutes to a different part of the airport where the aircraft was on a stand When boarding the flight the cabin crew kept a very low profile and this was maintained during the entire flight The captain made 3 brief announcements during the flight There was no inflight entertainment The seats were clean and comfortable enough for a short flight The lack of catering was overt Other than a tiny bottle of water and an inedible "breakfast bar" one had to use an online system to order even a drink and of course pay for it too The passengers next to me could not use the online system as it does not seem to work and the cabin refused to sell them a coffee because of this fault Moreover the USB charge points did not work either Given the early hour of the flight it is a poor show that there are not even for sale items available from a trolley service The system BA have in place is not good enough The flight arrived on time The disembarkation was inefficient though and poorly managed and the crew were not to be seen The crew were wearing the new BA uniform and it seems to reflect a downward trend of the airline To be candid there was any difference between this BA service

e and that of socalled "budget" rivals On this route BA have a monopoly and so I did not have an option to use the services of a different company',

'First time flying British Airways and I would not hesitate to fly economy with them again Flight attendants were pleasant and efficient Excellent special meal low sodium Comfortable space in economy One of my better flights',

'Not I flew London to Cairo and return in October 2023 It was basically a perfectly good pair of flights in Economy with pleasant and professional cabin crew especially on the return journey Being only 173 m tall I have no problem with legroom in the back of the plane the seat was OK if getting a little numbing after 5 hours and the return of a rather good included snack box and drinks was welcome However it must be said that the value for money was poor with a checked bag on the return leg only this was a nearly £700 ticket And although I am content to pass the time by reading or sleeping it was surprising to find no inflight entertainment on 5hour flights However overall I would still recommend BA and would do so even more enthusiastically if it was more sensibly priced',

'Not Absolutely the worst experience ever Flew into Heathrow no problem Waited for 5 hours three extra hours for our connection to Porto then they cancelled the flight Scrambled for a hotel and a new flight the next day They routed us through Madrid the next morning That flight was 15 hours late so we missed our connection to Porto Because we missed the connection their fault they cancelled our return flights After two hours on the phone with customer service from the Madrid airport they booked us a new return flight then they made us pay 1300 to fly from Madrid to Porto Then for no reason they cancelled our return flight again After hours and hours and hours with customer service we finally got a return flight five days after our original return flight Meanwhile they lost my wife's luggage We finally got 15 DAYS after they lost it Return flight More problems with our reservations At no point was British Airways helpful They left the onus on us to fix their mistakes at every turn They completely ruined a three week vacation and they don't care They wouldn't even let us speak to a supervisor or manager Awful bordering on passenger abuse',

'Not \xa0 \xa0 Flew back from Malta after scattering our sons ashes at his favourite spots When we boarded the aircraft for our return flight my wife became upset A member of the cabin crew noticed this and immediately spoke to my wife and tried to reassure her Her name is Tracey an exceptional crew member I noticed she spoke to other travellers in a courteous manner and was friendly Each time she passed my wife

e she asked how she was and would she like anything This kindness made a difficult time easier for us both Aircraft seats were comfortable and service good for a 2hrs 45mins flight Thank you BA',

'Not Cabin luggage had to go to cargo even when I said I carried medicines There was no time to get them out the hand luggage The economy seats with Virgin Atlantic KLM and even Ryanair have more space Luckily it was a short flight',

' I have been using BA for a while now and on average I cannot say that I am pretty satisfied BA somehow experience cancellations and delays most of the time Second the inflight service is usually weak Food portions are small and cabin crew is not very helpful especially when it comes to drink requests The screens in the A380s should be renewed as they are full of scratches and same size as A321s Especially in longer flights the entertainment system becomes more important There is also no welcome package except for pillow and small blanket I would expect more from BA If you are flying from the US to anywhere except the UK I would recommend considering other airlines But if you are flying to/from UK directly then BA could be one of your choices',

' I flew from Istanbul to London in Business class For more than half of the flight a child was watching an iPad very loud with no phones plugged in it was three rows in front of me and disrupted my flight as I could hear it above my headphones Staff thought this was fine and refused to tell the mom to turn it down Why is this acceptable on a flight especially in business class Has this airline turned into a zoo Are staff given no training in customer service Why is a child allowed to disrupt other passengers When I told the staff she just laughed at me BA customer service is a disgrace Ive not even mentioned the food but it was bad really bad',

'Not I have flown on BA several times since the airline started nonstop service between Austin TX and London Heathrow Every year the service gets worse I brought a tape measure with me to see how far apart the seats are in the economy section 25½ inches BA has removed bathrooms in order to squeeze a few more rows of seats onto the aircraft Thankfully Im not a big person and was able to squeeze into my seat without being too uncomfortable When BA first started flying out of Austin the food was great Now when I arrive at Heathrow I get real food and take it on the plane with me I dont know where or who makes BAs food but it is not eatable If BA did not have a direct flight from my hometown to London I would fly with a different airline When we checked into Heathrow the line was extremely long and only one person was checking people in It took nearly an hour to get to the c

ounter I understand airlines are making record profits and need to make up lost revenue from the pandemic but I think BA has gone too far and has little concern for customer service in pursuit of profits',

' The flight departed over an hour late due to a late inbound plane The plane was very full and half of the economy class passengers were forced to check in their larger cabin baggage at the gate when boarding making a complete mockery of the hand luggage allowance advertised Lots of passengers on board were stressed out about missing onwards connections due to the delays and some did miss them as their next gates had closed by the time we disembarked at Heathrow Onboard service was ok but minimal BA gave up being a full service airline some time ago More concerning is that trying to get hold of customer services to make changes to bookings and deal with problems was nonexistent The airline seems to make it deliberately hard for its customers to contact it',

' I hate British Airways We get to London on Oct 3 and our next flight is cancelled We stand in line with 1200 other people to get it fixed and they tell everyone to leave the airport and call them to fix They book us the next day via online Dont offer vouchers for hotel we will miss our tour Now trying to get home from Istanbul Plane is here but should have started loading an hour ago No explanations May miss next flight Will never travel with them again Was this same problem April 2022 flight',

' Our BA flight from Porto to London Heathrow T5 was operated by Finnair using a Finnair plane and crew This had been advised by BA shortly after booking with the option to change flights if we preferred Although the business class cabin was of a similar layout to BA Club Europe ie with the middle seat kept free my wife and I felt the seats were more comfortable and the legroom slightly better Service was good on board and the meal was very tasty we chose the beef cheeks All was good until we landed at Heathrow Although we passed through passport control without delay once we were at the designated baggage reclaim we just waited and waited After an hour and ten minutes I went to the BA baggage counter to ask what was going on They seemed unaware of an issue but said they would find out Over the next hour or so various other passengers also requested information and despite various announcements and a list of different excuses it was almost 2½ hours before the bags finally arrived Frustrating to say the least I subsequently complained to BA but after 4 weeks there has been no explanation just the automated message from customer services 'we are experiencing exceptionally high volumes' This response says a lot',

'The customer services call centres etc are atrocious and sometimes callous They just don't care Long waits to speak to anybody who then have no power to actually solve anything and the calls just cut halfway without resolution anyway If the flights are cancelled as were my original ones you're really left on your own and nobody cares The onboard services are so-so but for short haul it's now "semi-low cost" which is confusing as you never know what to expect This time we were given a bottle of water and a very small snack whilst anything else had to be paid for And yet on some other flights apparently you have to preorder any additional food It's confusing which makes it not dependable Cabin baggage is in theory generous compared to competitors in economy but then they asked more than half the passengers on this flight to check in the cabin baggage at the gate due to lack of space in the overhead cabins leading to long boarding delays Their whole offering hasn't been thought through very well The USB power supply did not work throughout the flight contrary to the announcement that the power be available after the seatbelt sign was turned off so it was pointless providing the sockets in the first place Not my first choice airline on this route and am just trying to use up most of my Avios points before I totally abandon them I fail to see how it is deemed a 4 star airline',

' I am a frequent flyer with BA and have been for the last 15 years Having noted the ratings given frankly I cannot understand how BA scores three stars for most aspects of its service In a nutshell BA has placed profit margins over passenger appreciation This fact was hammered home on my return leg which was not in Club Europe Quite alarmingly BA appears to place profit over passenger safety by extending its Business Class seating up to and beyond emergency exit rows and then failing to ensure those seated in exit rows have the physical capacity to actually open the door in case of an emergency I was not at all reassured to see an elderly and slightly built woman seated with the responsibility of opening the overwing exit should the need have arisen Short haul business Club Europe is simply a joke and only useful for gaining valuable tier points for lounge preboarding benefits While cabin crew service is excellent the lack of space and reduction in refreshment choices etc places them a million airmiles behind competing airlines such as Qatar Turkish or Emirates who understand the true definition of customer appreciation and hospitality BA has consistently eroded the value of their Executive Club and seems to be of the impression that recent changes in obtaining avios points during the booking process benefit passengers really I want to support BA and did enjoy flying with them up to the point w

hen they started penny pinching and became more deserving of the name Budget Airways The attached photos taken during my most recent itinerary highlight the difference in customer care/appreciation between British Airways and another airline used in this trip Both flights were around 4 hours in duration on the same day Guess which one is shown by BA's in-flight offering',

'Not Flew with BA to Punta Cana Took the trouble to reserve seats for both outbound and inbound flights On boarding at Gatwick realised we had been moved to much less good seats with other people sitting in the seats we had spent a lot of money reserving Apparently there has been a change of aircraft and a number of passengers had been automatically reallocated seats for no particular reason The crew said there was nothing they could do although of course they could just have swapped us with the couple using our seats We were told to claim a refund on return home We did this via a complaint form As BA offered us £100 in vouchers We didn't accept this as it was less than the cost of the seats and also naturally we wanted our money back We eventually got it but not without a fight Very second rate shoddy airline',

' They downgraded me from business to premium economy They took three months to get back to me and offered me 200 pounds or 400 AUD The difference between business class and premium economy which I never fly is 3000 AUD and the difference between economy and business is 6500 AUD They owe me at least 1500 pounds and to be very fair 3250 pounds The downgrade was insulting and incredibly painful as I had a recent cancer operation and have a back injury which I have pointed out to them I need to lie down The wait for them to get around to me has been numbing The insult of their offer has been the slap in the face to continue my degradation The people I have dealt with at the airport have been down to earth honest hard working people The actual staff on the plane were warm and friendly and helpful The systems under which BA operates are some sort of medieval torture',

' The already delayed aircraft landed and apart from the small BA logo on the rear of the fuselage there was no indication as to whom the carrier really was Boarding turned into a farce with passenger groups being told to wait in one queue in order to board only to be informed we were on the wrong plane and our boarding wasn't allowed yet The interior cabin was reminiscent of a BA cabin from twenty years earlier except the tight legroom and uncomfortable seating which made a budget airline feel luxurious The crew were not BA but from an unknown charter company Service was slow and as usual choices of food to purchase ran out before they'd reached row 24 I requested a cup of tea which never appeared Th

ank goodness for my airport purchased water and the tiny of
fering of pretzels The over officious senior flight attenda
nt whod been facilitating in Club Europe appeared in econom
y and immediately slammed down the armrests whilst still in
mid flight making an already uncomfortable journey feel wor
se Cattle class was definitely that To say I was happy to l
and and disembark was an understatement Never again BA neve
r again',

' \xa0 \xa0Caught up in the Gatwick cancellation fiasco a
t some point between what was smooth check in unable to do
online as part of group travel and security the flight was
cancelled we were denied entry to security and departures a
s a result It was at this point that we discovered BA Gatwi
ck are not BA but a masquerade who are unable to help and a
nd provide very little assistance unless the real BA provid
e information and even though our baggage was now airside d
idnt have a clue as to how we could get it back It is howev
er with thanks to a supervisor from Business Class check in
who came to our assistance and help with our predicament ba
ggage retrieval information on what to claim and how and ou
r revised BA flight from LHR the following evening Difficul
t to give a rating for cabin service as we didnt even board
the aircraft',

' \xa0 \xa0BA has a real problem with boarding its flight
s Those who get on first fill the luggage bins with 2 bags
one of which is supposed to be small and under seat only Ca
bin staff dont bother implementing their own rules Subseque
nt passengers mill up and down the aisle bumping into each
other searching for space Boarding this flight took an hour
as a result of this nonsense The incoming flight was late a
lready so our 90 minute flight was 90 minutes late',

'Our connecting flight from London to Glasgow was canceled
and we were forced to wait 12 hours in the airport for a ne
w flight When we received our luggage at Glasgow we discove
red that our luggage was soaking wet My wife's luggage cont
ents were wet and had to be air dried',

' The worst airline I have ever flown with Allocated the
very back row next to the toilets and galley No chance of g
etting any sleep question asked of possible seat movement i
gnored and getting bumped the entire time by cabin crew wal
king or pushing kart up and down aisle without one apology
Would have been better sitting in the luggage compartment',

' Excellent service levels proactive crew and superb food
and beverages I found all aspects of the service to be supe
rior to BA business class even the new BA Club Suites First
Class felt exclusive the dedicated crew were clearly used t
o working the premium cabin enjoying their work were proact
ive friendly very respectful and the food and beverage offe

ring a considerable step up from business class The seat with sliding double doors was spacious well designed and very comfortable British Airways offered a solid First Class service from Concorde Lounge to boarding which was actually by group number for a change to the very warm and genuine welcome on boarding A consistent solid comfortable service from start to finish and if the price was right I would not hesitate to book First Class with British Airways again',

'Not Booked a very special holiday for me and my partner September arrived and we were on our way to lovely South of France Booked Business Class for us both to start the holiday right As we were checking I was told the flight was over booked and our seats wouldn't print onto the ticket for some reason We had already made sure the seats were booked when we had booked the flights nearly a year prior to going Unfortunately when we arrived at the gate we were then told we would no longer be sat together and one of us would in fact have to go into economy My girlfriend is an extremely nervous flyer and so had to take extra tablets to remain calm She didn't have any food which we had pre booked also and she was sat right down the bottom end of the flight We were held at the gate with another 4 or 5 couples all in the same predicament all due to the lovely money grabbing British Airways over booking the flight They ended up refusing passengers in the end and even had people sat on the fold down chairs in the toilet area When we eventually arrived in France late we was waiting for our luggage to come Our airtags stated that both our cases was in fact still in Heathrow We then had to wait 4 days for them to eventually come into France by this point our holiday was ruined British Airways was absolutely shocking we couldn't speak to anyone as all the phone numbers were no longer in use We felt stranded in a foreign country with no clothes and no one to help use with what to do next Every day we watched them case not moved as we were tracking with air tags it was so frustrating not being able to plan our days in hope we would get the call to then drive all the way back to the air port 2 hours each way to collect our cases we ended up going out and buying new clothes toiletries and all the stuff to make the best of our ruined holiday saving all the receipts thinking we would be able to claim it all back how wrong I was British Airways take zero responsibility and fob me off with going through my insurance British Airways only pay for basic essentials Pants and toothpaste I filed a complaint when I got back and requested my money back for business class and they haven't even had the decency to even respond They are an absolute joke of a company and I wish they would remove British out of there name because there is nothing British about the

m Do not give them your money they cant even look after the
ir staff let alone customers Oh and dont bother trying to c
ancel your flight either as they just take all of your mone
y off you and give you nothing back',

'Not Just returned from Chicago flew out 10 days ago on
American Airlines absolutely superb in every way had high e
xpectations on return flight with BA\u2028What a disappoint
ment\u2028The Airbus A380 may be nice from a pilots perspec
tive but as a passenger it was awful\u2028Very uncomfortabl
e seats the inflight entertainment and flight tracker faile
d to work throughout the flight the inflight meal was inedi
ble and the service was mediocre at best Our short flight f
rom Heathrow to Manchester was much improved very welcoming
and attentive in flight staff and the flight even arrived e
arly In future we will travel with one of the American carr
iers ',

' BA standards continue to decline every time I fly with t
hem This time a 45 min late departure which seems the norm
for BA and no information from the rude and clueless boardi
ng gate staff The Club lounge was overcrowded dirty and gru
bby and cleaning staff could not cope How many more cutback
s is BA going to apply before they become truly low cost As
a 35 year veteran user of BA while people complained of Ale
x Cruz cutting costs the past 3 years has seen them decline
very quickly under their latest CEO One reads the occasiona
l article about BA improving things but I have yet to see a
nything substantive There seem to be few British staff left
amongst the cabin crew so maybe time for a name change and
give the flag carrier status to a proper lowcost and sadly
the staff service has declined year on year Onboard the cat
ering remains poor and surprised that DoCo can produce such
rubbish meals when I have sampled their Turkish Airlines eq
uivalent in August that was superb guessing BA are too tig
ht with their budget Onboard WiFi service is a joke and sho
uld be avoided',

'Not Awful Business class check in queue just as long a
s for economy probably because half of the desks were not s
taffed and Terminal 5 is chaotic Business lounge overfull c
ouldnt get seats Delayed flight unmanaged chaos at the gate
No drink on boarding first drink served an hour after takeo
ff The meal was poor used to get better in economy on other
airlines British Airways has won the race to the bottom of
the cheapskate stakes Not looking forward to the flight hom
e',

' Not a reliable airline You cannot trust the timing at al
l I had a 645am flight boarding was on time but then we are
sitting in the plane for already 15 hours and the expected
departure is still not clear They have discovered the engin

e is not working I am risking to be late for a business meeting in Geneva How come they bring a not working plane to the gate The funny thing is that I had another business trip in spring 2023 also with BA to Amsterdam When I arrived to the Airport that time I was told I dont have a seat I was put on the next flight in several hours which should have get me to the business meeting late but still not too much A lot of stress In the end on the second plane we were sitting in the cabin for 15 hours and I have missed the meeting I thought it was a dramatic unlucky case that time but today I see its routine for BA not to fly on time',

' I take comfort in reading the last ten or so reviews to see Im not the only traveller to put in words how absolutely abysmal British Airways are The only reason we are stuck using this awful airline is to use up points We booked Club Europe months ago London to Athens sat in row 3 and told they had run out of food options only choice was lentil pie or green curry Returning Athens to London Club Europe Couldn't check in online as promised so arrived at the airport 3hrs early To be told they had overbooked the flight and basically we were being bumped to economy This airline fails to deliver time and time again It is a national disgrace and I implore everyone to choose an alternative ',

' The worst journey in my life The connection time at LHR was only 1 hour but the flight from MXP was on delay I had to rush to change terminal by train and arrived risking a heart attack After that the plane just stayed there for another 40 minutes Despite that upon arrival at SJC my baggage was lost I filled the form and gave to the employee I was not given any receipt so I did not have any reference number BA phone number at SJC simply never answer I called twice the toll free number and realized they did not record the delivery address I had to enter myself online dealing with a shitty website They delivered the baggage three days later I claimed for compensation online as I had to buy clothes and other stuff and I did never get a receipt I was expecting an upgrade for the flight back to MXP but nothing happened neither they allowed me to enter BA lounge at SJC Bad customer service The only positive side was price but obviously this cannot justify this treatment and if I knew I would never flown by BA Never again',

'The airplanes and the lounges are worn out old and broken From Dallas to Heathrow multiple first class seating and electronics were non functional and poorly designed The first class seating from Heathrow to Dubrovnik was nothing more than a tray blocking the middle seat of a standard coach ticket Very disappointed',

'One of the worst experiences on the worst airline The fli

ght was delayed due to earlier technical issues The time slipped from 1700 to 2000 to 2200 and finally cancelled There was zero information given Despite paying well over the odds for business class we were booted out of the BA lounge two hours before the flight When it was finally cancelled the BA staff Without explanation told everyone to go to a gate After another hour or so they made us re enter the UK via passport control a further 40 minute wait By now the airport was closing and there was no sign of our bags or any help from BA A passing Gatwick engineer finally helped us locate the bags BA completely washed their hands of us and in contravention of CAA rules refused to find us accommodation Many slept in a bus stop overnight There were people with young children who couldn't find somewhere to stay and yet BA had closed down and left The following day the replacement flight was also late and due to an admin mistake had no catering or liquids for a 2 12 hr flight Overall the service was shockingly bad the worst I have experienced from any airline I will not ever use them again',

'Cancelled our flight lastminute then moved us onto a flight 2 days later operated by Japan Airlines We had paid a lot extra for extra legroom seats as I am very tall and they assigned me a middle seat deep in the middle of the plane Because it was operated by a different airline but booked by BA neither BA nor the other airline could change my seat over the phone despite seats being available After 4 hours of waiting in queues and sitting on hold their solution was for me to arrive early at the airport I did but the seats had already been given away for free by people who had booked directly with that airline and could check in online I got a £10 meal voucher as compensation for this enormous downgrade on a 14 hour flight Never again will I fly BA I would rather fly indirect with better airlines than use this disgrace of an airline again',

'I had a flight from Miami Florida to Dublin Ireland via Londons Heathrow airport The outbound flight from Miami was delayed and we were further delayed when our gate was occupied when we arrived in Heathrow The total delay was roughly an hour but it was enough to make our connection a challenge where we had 73 minutes between original arrival time until the departure time to Dublin When we headed to our connection flight we were stopped by security personnel at a checkpoint and told us that the gate to our connection flight had already closed This was twenty minutes prior to departure time They ushered us to customer service to be rebooked Given the busy weekend of travel we were rebooked on a flight at a different airport and were told that our cost to get there would be reimbursed We then waited 3 hours for our

luggage and then took a cab to Londons City Airport The cab fare was roughly 500 When I filed a claim with British Airways they refused the claim and told me that we had plenty of time to make our connecting flight and therefore they denied my claim to be reimbursed for the cab fare This is after I explained that it was British Airways employees who ushered us to rebook the flight despite the 20 minute timeframe to make the connecting flight The person who rebooked us told us it was policy that they close the gate 20 minutes prior to departure I will never fly this awful airline again Given the other feedback on this site it appears that that is the overwhelming sentiment',

' We started our day with BA in Prague The flight actually left on time I came to find out that's very unusual We purchased business class seats As you can see from the picture they hardly were business class All they did was block off the middle seat in the first few rows and called it business class Horrible flight In addition I had a really rude rude check in clerk basically yell at me when I excused myself and asked if she could give a little bit of priority to the many business class passengers who weren't being served Then we got to Heathrow and the real fun began We had a 4 hour delay They gave us about 5 different excuses for the delay I had a few employees walk away while I was asking them questions They were very rude At one point there were no employees left And from the announcements it seems virtually every BA flight was delayed And there were no weather issues There was no place to comfortably store items in business class I've never experienced that before Not even a cup holder for my bottle of water The seat controls didn't work well You had to keep pushing the buttons to get them to do anything The power outlet didn't work There was no internet the entire flight The overhead luggage bin was too heavy I almost got a hernia having to close it This is a horrible airline I'll never fly with them again If I could give zero stars I would',

' I fly British Airways weekly not because I want to but because they own the route there's no other option therefore they frankly don't have to care about the customer The flights are always delayed and it's always someone else's fault be it weather delays to incoming aircraft or flight traffic control issues I've heard it all and for the life of me can not understand why they are allowed to operate I've been around the world and traveled with all of the world's airlines but British Airways are really the worst of the worst It's such a shame to have watched what used to be a good company fall down a cliff My advice is if you have an option to fly with anyone else then exercise the option but if you're

flying with different connections and you have a tight schedule do not expect BA to get you to your destination in time',

'Not Everything was ok until our connecting flight in London just before take off we were on the runway the pilot came on to announce an engine problem After engineers tried to fix it while we waited on the plane for over an hour we were finally told that we would have to be evacuated and rebooked for another flight but not to worry because a special crew was waiting for us on the ground to help us and set us up in a hotel except that there was no one to help us In fact everyone refused to help us It was Saturday almost 8pm and they just wanted to go home Anyone with a connecting flight couldnt rebook on the application because the app wouldnt disassociate our first flight with the connecting one in London and the staff saw this but still refused to help us They gave us a phone number but there was only a message that said just to use the app Finally I got someone on the phone who rebooked us for the next day Now its 1030pm and I have to find a hotel room because the airline refused also to help us with that So i had 2 choices either sleep in the airport or pay over 700GBP for a room I dont have the money to pay for this but after a 10 hour flight 8 hours of jet lag and the insane stress after the fact that no one from British Airways would help us I took the room Of course I claimed reimbursement but that was over 3 weeks ago and I have not heard anything since so I have no idea when or how much I'll be reimbursed even though Im not claiming any emotional compensation from the horrible situation they put me through due to their total indifference Its financially difficult for me right now because the money I had to put out is equal to half my salary and of course its impossible to reach them by phone I feel still as i did on August 26 2023 completely trapped by them and their indifference with no solution or information',

'Not My initial flight was cancelled 8 hours prior the flight Then I was automatically rescheduled for next day Next day the flight was delayed leaving Hamburg and missed my connecting flight to Las Vegas Me and several other passengers spent the night in London British Airways provided us with vouchers but the transfer bus dropped us at the wrong hotel closest to our hotel and told us that we can walk there if we want to As a result I lost two nights hotel reservations that I made in Las Vegas I opened a claim and provided all receipts to British Airways to get refund of my hotel reservations but over 5 weeks now not a single feedback from British Airways I will avoid all flights with them in future and will share this story',

'Not We will never fly British Airways again Our flight on July 15 2023 from LHR to LAX was cancelled 20 hours before departure without any explanation Since 8 weeks we are now waiting for the refund and BA does not pay us the cost caused by the cancellation Very disappointing',

'Check in and security clearance very quick at LHR T5 My wife and I used the Galleries North lounge and at 600am it was easy to get a seat Good buffet breakfast options Flight boarded on time and flight departed on time I was seated in 4 A the Club Europe seats on the A320 seem to be getting smaller and legroom I am 6ft was very tight Cabin Crew service was fine I chose the full English breakfast it was ok but there was a lot of water in the bottom of the bowl Flight landed on time Overall an OK flight but Club Europe doesn't feel very premium these days',

'Not British Airways has confirmed itself as the worst airline in the UK Last minute cancellation no explanation refusal to book with another airline "because we don't have an arrangement with them" What's happened to what used to be our national airline',

'Worst BA experience I was supposed to fly out to Italy on 7 September 2023 I arrived at OR Tambo International airport ready to check my bags in I already checked in online the previous evening so I had my boarding pass ready At the counter I was told that I had been offloaded from the flight as my connecting flight has been cancelled No information was sent regarding this beforehand The team at the checkin counter tried to get me on another flight that evening but there were no flights available They did manage to get me another flight the following evening with Lufthansa to Italy via Frankfurt However I did miss the first part of my trip having arrived a day and a half later than I was supposed to Upon moving the flights I did ask the BA staff whether my flights back are still valid and that everything is in order which they assured me is correct I have to fly back to South Africa on 18 September and upon checking my booking information I noticed on my BA account that my first flight Milan to London is just missing from my booking My connecting flight from London to Johannesburg is still there After spending the entire morning on the customer helpline two different operators picked up and in both instances the moment I proceeded to give my booking reference number my call gets dropped Currently it seems like I will be arriving at the airport again on Monday without a flight',

' My daughter and I were denied boarding on our business class flight from Madrid to Heathrow in March 25 2023 the first leg on our return flight to Victoria Canada No reason was given for the denied boarding by the check in staff at t

he British Airways counter in Madrid who said they were only agents and told us to call British Airways We were three hours early for the flight and had valid passports After many tries we finally reached British Airways by phone but we were told to call Expedia which had booked the flights Expedia confirmed that we had been bumped from the flight with no explanation as to why Expedia then began a long process of finding alternative flights Over the next 24 hours we had numerous calls with both Expedia and British Airways Incr edibly the next available flights were 9 days later on April 3 This was almost unbelievable but after many many tries it was the best we could do Even though these were Business Class tickets Part of the problem was that apparently rules did not allow any changes to routing for any segment of the flight This nine day delay was a major problem for us I had to miss work and my daughter was missing school Further we received no compensation from British Airways no penalty fee and not any reimbursement of our expenses for staying the nine extra days After our return I began the British Airways online complaint process and submitted all supporting documents I received an email reply and a case reference number And then nothing I sent numerous follow up emails and received no replies It is now months later and still I have not heard from British Airways This is shocking and definitely the worst airline service I have received for my thousands of flights over many decades I am a very patient person and this is the first time I have commented on this type of forum I think the public should be made aware of extremely poor customer service at British Airways',

'Despite boarding being the usual free for all at LHR with groups 13 being called to board all at once Whilst those passengers who had agreed to check in a bag in at the gate getting to board before anyone else However the service on board was impeccable Superb crew friendly attentive interacting with passengers and generally appearing to be enjoying their job Like BA in the old days and at its best Food choice and quality seems to have improved too no beef cheeks thankfully and even the Club kitchen appears to have returned Old style Club seating but is at least better and feels less cramped on the 787s',

'Not Flight cancelled no crew 9th September 2023 not peak holiday period so why such bad management by BA Sent to the gate left standing of over an hour and then flight cancelled As were other on that day Why does BA continue to provide such poor service a national disgrace',

'Not The worst service ever my baggage did not arrive on time Both my flights were delayed I will never fly them again Even the food was bad and your service',

' 44 flights we booked this holiday were delayed about 12 hours No wifi available on 2 of 4 flights Food and drinks very basic and expensive Cannot recommend',

' British Airways has a total lack of respect for its customers I was booked to fly from Frankfurt Main to London City Airport and just a couple of hours before the scheduled departure the flight was suddenly cancelled by BA without explanation when I was already at the airport The worst thing was the utter callousness that staff showed towards customers The ground staff's attitude was that they are merely third party agents not BA employees and therefore they quickly washed their hands of us all telling us we had to contact BA directly via phone if we wanted help They couldn't even provide us a phone number telling us to look it up on bacom So BA abandoned its passengers They did tell us that the BA departure to Heathrow had also been cancelled meaning there would be no further BA flight from Frankfurt to London that day although other airlines were still operating the route but BA refused to rebook us on them The reason given for both cancellations was "technical reasons" No assistance or information was provided on our rights due to cancellation nor any information on help regarding food accommodation help etc Their attitude was literally that the cancellation had nothing to do with them and it was our problem not theirs I received an email an hour later notifying me that I had been automatically rebooked on an alternative flight 24 hours later which wasn't acceptable as I had to get back to London that night I rang BA's call centre and again they showed a high degree of callousness 95 of the halfhour call was spent with me waiting on hold with the phone just cutting off after half an hour and no meaningful information given to me by that point There was no attempt by the call operator to call me back when the line cut and I had a solid phone signal and wifi as I was still standing in Terminal 2 of Frankfurt Main airport even though my phone number is listed in my booking contact details They just don't care In the end I had to arrange my own return to London by taking a coach to Hanh airport which was 112km away waiting there for 5 hours and then booking an expensive last minute ticket with Ryanair to Stansted At least that flight operated on time and got me back to London BA is worse than a low cost carrier now',

'London Heathrow to Keflavik Iceland in Business Class on an A321 British Airways provides an unusual Business Class experience for intraEurope flights The seating is similar to most airlines middle seat vacant and little extra space but on British Airways the Business Class cabin extends to almost half the aircraft This makes it less than a premium

experience at every step from boarding to onboard The WiFi worked for only half the flight and there are no refunds But when it worked it was surprisingly fast Service on this flight was very good and we got to Keflavik on time',

'Mumbai to London Heathrow in Business Class on an ageing B777200 This aircraft featured the older Club World flatbed seats They are comfortable there is enough storage space around the cubicle and the monitor screen is among the larger ones Ive seen on airplanes BAs new Club Suites are said to be far superior competing with the best Bclass rivals The entire Business Class cabin had just 2 washrooms but it wasn't an issue on this flight since the premier section wasn't at full capacity There was WiFi on board fast enough to even send videos via messaging apps Service onboard was competent but the staff lacked warmth The food was alright and no more The biggest plus of this flight is that it gets out of Bombay at 110 pm in the afternoon instead of the ungodly early morning hours most international flights take off from India The airport experience is far more pleasant at this time In summary British Airways provides a good but not spectacular Business Class product',

' Care and support shocking Written by a previously loyal BA traveller Lies and misleading unprofessional service Told that my flight was cancelled Booked on to next available flight in downgraded cabin from business to premium economy Called to ask why Told technical fault with my original flight My suspicion was another reason At airport check in staff said that not enough crew to staff original flight earlier in day Why take my money and allow me to book a flight which would have allowed me to get to work as a doctor in the first place How can you trust such an organisation to look after you as a flying customer',

' Flying A380 business class should be a pleasure but BA has made it a disaster with the worst seating and configuration imaginable How could any sane person could jam so many seats into a limited space and expect passengers to be happy Seats are narrower than economy on some airlines and you must face another person until a plastic screen is raised The TV screens are the size of a medium sized tablet and the controls are behind your head in a sitting position There is no where to put anything except one small pull out drawer at ground level that can not be reached when seated nor accessed when sleeping The window seats and middle seats are accessed by having to jump over a passenger on an aisle seat and the seats are so low that they are hard for elderly to get out of The whole business class set up is a sick joke Eating is difficult because the seat is not close enough to the table and the tables are so flimsy that drinks can fall

off Are there any redeeming features the answer is no If you like a little comfort avoid BA like the plague',

' British Airways absolutely does not care My reserved seat was change from an aisle to center seat for this overnight full flight and it was quite awful After enquiring at LAX check in the agent said sorry nothing we can do Onboard the flight the attendants seemed to try and finish the meal service at a racing speed with meals trays passed out with no proper questions about choice Then back and clearing trays and they disappeared to rest in the kitchen for hours after that No water runs if you need anything do not bother with the call bell as they simply ignore it I used to like travelling British Airways 1015 years ago but the bean counters have been in and lowered it close to a lowcost carrier I guess staff are badly paid from their terrible attitude and service My last trip to London was with Delta they are so much better than this very poor excuse of an airline that British Air has now become',

' My recent experience with British Airways was not just horrendous it was an utter abdication of responsibility on their part I arrived at JFK ready for my flight to Malaga only to find it had been cancelled with zero notice After a draining 2hour altercation I was finally placed on a different flight The nightmare continued when I landed in Malaga sans luggage containing essentials for my sons wedding Thirty agonizing hours later the bags showed up—but my brandnew iPad and a special watch for my nephew were missing The items werent merely valuable they had emotional significance which made the loss even more gutwrenching Youd think a reputable airline would make amends for such errors Despite the clear mishandling of my baggage by their team they refused to offer any reimbursement or even a modest amount of airline credit Their customer service was not only ineffective but also astonishingly callous Their response was in essence Its your fault for trusting us with your belongings This isnt just poor customer service its a complete disregard for basic human decency and responsibility British Airways had numerous opportunities to right their wrongs and chose not to If you have any respect for your time belongings and emotional wellbeing avoid British Airways at all costs They not only fail to deliver on promises but also refuse to make amends when they err leaving customers to bear the brunt of their incompetence',

' This is to express our displeasure and concerns regarding our flight to Italy Our trip was effectively ruined by the failure of our luggage to arrive with us coupled with the length of time it took for it to eventually reach us 9 and 12 days Our departure dates June 19 2023 Flight BA 294 Chi

Chicago to London June 20 rebooked by BA on BA 546 London to Rome All flights were late On arrival in Rome my wife was forced to walk to the checkin desk because our reservation for wheelchair assist from the plane was never transferred by BA She was told by the cabin crew that there was no reservation for her transport Also our checked baggage 2 failed to make the BA rebooked flight from London to Rome BA took 9 days to deliver my bag and 12 days to deliver my wifes I called BA Baggage Claim Services daily I was frequently cut off after waiting on hold for over an hour We had Apple Air tags in both bags and sent pictures showing their exact location to BA Baggage Claim several times After 5 days BA stated that they found my wifes bag but needed to verify ownership Both bags as described had bright pink 4" easily visible tags and bright pink bows Taking 9 and 12 days to deliver them is inexcusable Our return date July 3 BA 553 Rome to London BA 297 London to Chicago All flights were late We arrived in Chicago more than 3 hours late missing our ground transportation to our home in Michigan 3 hours away We had to find a hotel and stay overnight near Chicago On July 12 we filed our expenses for replacement of lost clothing and toiletries also for food purchased at Heathrow due to the flight delay and overnight hotel charges in Chicago After 2 weeks I went online asking for some followup on both cases but have had no response at all from BA We are retirees on fixed income and cannot fund BA's errors I can honestly say that the times I was able to reach a human being they were all courteous and attempted to help but appeared at a loss

I flew London to Malaga on 27 August in Club Europe We stood around at Gate B45 in Terminal 5 for over an hour with staff giving very different reasons for the delay late inbound aircraft etc but the plane we boarded had been sitting there for more than an hour After boarding the captain stated that because they had changed planes there would be no meals served This is Club Europe and we received one small packet of crisps throughout the flight No effort to apologise We smelt the hot meal for pilots being heated and then saw it being served to them on a Club Europe meal tray Cabin crew also had warmed pastries and were very quick to use an air freshener in the front galley while customers received zilch BA sent an email the following morning to say sorry nothing else What a complete and utter rip off by an airline that is already cutting back on so many things I paid a full Business class fare did not receive any part of the onboard meal service and they expect an email to be sufficient Avoid BA if you have any other option nowadays they are the worst in Europe',

I arrived at the airport about 25 hours before takeoff to have more than about time to get checked in go through security etc All that went without any issues Being that I was relatively early at the gate I was one of the first passengers there After some time boarding had opened First the business class got called up then families with children and disabled people A couple minutes into the boarding they started to call up people one by one by name Then there was an announcement they won't let anyone in anymore Me and about fifty other people were still standing at the gate not being let in The reason they said was that the plane was short staffed Later I discovered speaking to a manager that not only the flight was short staffed but also it was overbooked After the announcement people were getting angry because they wouldn't be let in anymore Nothing changed and everyone was sent away I had a connecting flight later that day that I was going to miss because I was not let on the plane First I tried to get my luggage back which I didn't receive immediately but got a hold of later on thanks to the airport personnel Then just like everyone who was going to fly with the same plane I wanted to talk to someone from British Airways Since they don't have a service center at Frankfurt Airport everyone went to the checkin counters where we received food vouchers but not a single person was either able to rebook my or anyone's flight nor get anyone refunded All the staff said was that we were going to receive an email in a couple hours with options to rebook the flight or get a refund I waited four hours for the email at the airport that did not come until today Trying to call the airline did not help either because they did not answer the phone or hung up in the middle of the conversation After the four hours of waiting for the email me and some other people from the same flight went back to the checkin counter to get a confirmation from them that I will receive a refund Being that there was a new shift the personell did not know what had happened When they scanned my passport and looked at the flight they found out that the system was dying that it was my fault I could not attend the flight It looked like I had missed it For everyone standing there with me it was exactly the same But the people at the counter said they could not do anything about it Later on we were able to speak to the manager after many phone calls he said they were going to take care of it We are supposed to get an email at some point in the future I was not able to get a written confirmation that I will get refunded even after several times asking for it I already flew a lot of times in my life but never ever has such a thing happened to me Not only that me and so many other people were not let into the plane but also the cu

stomer service being so horrible that they were not able to rebook or confirm a refund in any way In the end the only option for me to get to my destination would have been to book a last minute flight for a lot of money which I would not know if I ever got it backed',

' Filthy plane cabin staff ok appalling customer service staff who couldn't care less when dealing with a complaint Paid extra for club Europe business class Food was poor they gave you wipes to clean your seat area yourself and we were split up so they could accommodate families Not really what you expect when you pay for the extra service Will be cancelling our other bookings we have with BA even if that means we lose our deposit',

' \xa0 \xa0Chaos at Terminal 5 with BA cancellations and delays and staff give different reasons depending on who you ask 9 out 10 answers were lies Sadly BA airport standards at T5 are worse than ever and we are long past being able to use Covid as an excuse As a short haul club Europe trip I expect very little from BA any more and they barely even provide that with cutbacks during Covid that are now permanent If you can find an alternative carrier on the same route choose them rather than BA Sadly on my route BA have a monopoly\xa0',

' \xa0\xa0As always when I fly BA it was a total shambles I was booked Manchester London Madrid BA first leg and Iberia 2nd I try wherever possible to avoid BA however the Manchester London was late however I ran for my IB flight and got to B gates just as boarding started being Group 1 I went to board and the gate sounded an alarm BA had removed me from the IB flight to a BA flight 3 hours later As BA had reissued the ticket IB could not put me back on the flight so 3 hours wasted because of BA's total incompetence This airline is a total disgrace the crew were not nice typical BA crew oh im so fabulous I dont need to be nice to paying passengers club europe cramped and terrible food ',

' First time using BA business class but we were pleased with the service received No one was waiting at check in bag drop and through security in 2 minutes We used the lounge in the b gates area which we found quiet with plenty of food and drink on offer Boarding was quick and the cabin was on a 1x2x1 layout with 12 seats although there was a larger bc cabin behind that had about 30 seats Again food and drinks were plenty full and good quality Service from the cabin crew was excellent and the cabin manager Lauren even made up a birthday card when she found out it was my wife's special birthday Departed early and arrived at JFK early as well The only thing that I disliked was paying £117 each to select our seats and no free wifi',

'Not Extremely rude ground service We were nonrev flyin g and London was our connectionlayover Gate agent was extre mely rude and forced me to check my carry on suitcase with the explanation that it was "oversized" However when I put it in the sizer it fit perfectly without force The plane wa s not fully booked and had lots of room overhead The gate a gent was insistent and rushed us with no regard for the fac t that we would have to redo security in order to get our b ags again as we were switching airlines and needed to carry them on due to our nonrev status The flight itself was good attendants were polite and helpful No complains there Just extremely unhappy with the gate agent service I understand that it is not a pleasant job and frankly I would not be ov erjoyed to work there either but that does not explain why we had to be inconvenienced with no fair explanation or att ention',

' My son and I flew to Geneva last Sunday for a skiing hol iday in Les Arc The flight was cancelled moments prior to b oarding and we were transferred to a flight departing three and a half hours later that then got delayed by a further t hree hours They didnt load any food on to the plane and for got to load the baggage for all the business class passenge rs who had been on the earlier flight Problems happen its a complex operation What is totally unacceptable is the servi ce one receives when there is a problem The offshore call c entres are unhelpful and obstructive wanting to fob off iss ues by getting the customer to call special help lines that merely refer one to a webpage and then cut off The web page s are often unable to give information as they are not upda ted and often refuse to update your inputs at this time ple ase try again later There is no access to people that are w illing to help empowered to help or actually move a situati on forwards in any way Weve been sitting in a hotel waiting for the bag to arrive for two and a half days unable to ski due to our entire wardrobes being in the cases The outdated luggage tracking system had the suitacase in Geneva 2 days ago where it sat with noone willing to step up and get it d elivered What an incredibly heartless and incompetent compa ny ',

' For the price paid bought during a sale it was a decent experience although the club class business class seats off er no more legroom than economy class using shorthaul fleet on a 4 hour flight Fast track through security was not hono ured The lounge at Istanbul airport was overcrowded as it i s also open to the public who can pay for usage causing a l ong queue for entry which was badly organised Boarding was smooth cabin crew were friendly but their service was hitan dmiss Eg Some people got a "welcome" and some didn't Half o

f the cabin was automatically offered coffee after dinner but not the other half However drinks were replenished generously and regularly and the meal was good with a choice of three mains from the menu',

' Flight left on time and arrived over half an hour earlier than scheduled thanks to strong tail winds The flight was full but no catering had been loaded for economy passenger at Heathrow so for 3 and a half hours we only had a small bottle of water and a small packet of corn snacks Nothing at all available to even buy to eat Worse than a lowcost carrier experience in this sense One of the light panels overhead the seats towards the back of the plane was broken and loose and just hanging above the unfortunate passengers head for the whole flight poor maintenance of cabin I would choose another airline on this route in the future as one of the other competitors offers full meal service on this route even in the economy cabin',

' Very Poor Business class product BA is not even close to the other airline leaders Which ever way they sell the seat on a 777 it is a 242 layout The cabin feels and is very cramped The food in business class is economy quality just served in a china dish However the price of course is at premier levels The only positive of the whole flight and return were the cabin crew who were fantastic I felt genuinely sorry for them having to try and flog such a poor product Would I fly BA business again only if there were no other options and I had no choice',

'Not This review is for LHRSYDLHR BA015 and BA016 Business class had a 121 configuration on 777 giving space privacy and easy aisle access Seat reclines into comfortable flat bed Good quality pillow and duvet Privacy with sliding door Good storage space around the seat and charging point Flights on time no delays Gluten free meals were very poor in quality and presentation Warm processed meat between two bland slices of GF bread apparently is a business class breakfast On two sectors the main course no choice offered was bland fish which was served in a single small tray covered with foil in business class Condensation had formed as the dish was reheated probably from chilled so the offering was sitting in a weak watery liquid One crew member appeared genuinely apologetic as they meekly served one meal Do BA also serve the same GF offering in economy economy plus and first on a long haul flight My advice if GF take your own food or dine in the lounge if you are in the care of BA for 24 hours My travelling companion had very good regular meals or so they told me with a choice of main course on the same flights Crew gave the impression that they were doing a job covering the basics and rather than welcoming and engaging

Usual hospitality industry waffle about service but little of substance delivered',

'Absolutely pathetic business class product BA is not even remotely competitive with other International airlines in the business class market With old outdated 8 across seating no I did not make a typing mistake you either have to climb across someone or someone has to climb across you to gain aisle access The crew must also hate this layout since they have to reach through little window openings to provide service to passengers in the 2 center seats BA like most other Europeanbased airlines does not have a factual IntraEuropean business class product even though they promote sell business class IntraEurope flights feature the same 33 seating throughout the aircraft the only difference being the middle seat is left empty in business class passengers get a meal drinks but this does not justify the higher cost BAs Transatlantic business class product is only slightly better because of the narrow 8 across seating The biggest surprise on both the LISLHR LHRIAH flights was that BA has in fact substantially improved their food quality Shocking Unfortunately it is served in the WORST business class configurations of ANY International airline I have flown The entertainment system small screens my laptop screen is twice the size is like an airline offering 2 decades ago The flight crew was pleasant perfunctory which is about the best one can expect from a BA crew BA will simply never match the quality of carriers like Singapore Emirates Qatar Etihad EVA ANA Japan Air New Zealand Qantas or many others BA can compete with USbased airlines like Delta American United which are also not even in the same Universe in terms of a highquality business class product One of the biggest slaps in the face is that BA expects business class passengers to pay to select seats even though they have paid thousands of dollars to fly business class Several hundred US dollars for Transatlantic flights Only if you wait until 24 hours before flight time are you allowed to select a seat at no cost Certainly another BA Management decision that was made without a functioning brain',

'Not Overall not bad Staff look tired and overworked trying their best Weird seats I was in 21G going and 21D going home The buttons to press for the seat recline are so stiff I had to get help on both flights to get them to work There is another button also very stiff to bring the "leg rest" out This is an awkward thing which doesn't come up far enough to be of any use at all for your legs but just obstructs your feet really Again I had to get help to activate the very stiff buttons At one point the lady next to me was pressing the buttons for me while I tried to recline sit up

or put the "leg rest" back We gave up and called the flight attendant who also had trouble BA please give this some maintenance Food only one out of three menu choices available by the time it got to me in Premium Ec It was pasta and was not too bad A Christmas Turkey Dinner was offered but why not load more if it is so popular that it is not available 10 minutes into the meal service "Breakfast" was an unidentified soggy pastry thing in a cardboard tube It was disgusting same offered on return journey A cold pastry and fruit would be so much nicer The tea and coffee was hot at least Overall I would say Air Canada provides a much superior Premium Ec service than BA I won't choose BA again',

'This was our first flight with British Airways in over 13 years and as usual I couldn't fault them As we were connecting we had little interaction with ground staff staff in the lounge were friendly and helpful Cabin crew on the flight were great very welcoming and friendly Our meals were delicious no shortage of drinks being offered The seats were economy seats with the middle row blocked off and some recline We arrived into Stockholm a little early through a snow shower which was a nice welcome back to Stockholm Bags checked in at JFK were delivered safely within 20 mins of arriving',

'I recently encountered a highly disappointing experience with British Airways specifically regarding their customer service After my initial flight leg was canceled I was rebooked with a connection at London Heathrow reduced to a mere 1 hour and 30 minutes Realizing the impracticality of this I promptly contacted British Airways within 10 minutes to request a more reasonable layover of 34 hours Shockingly the customer support representative flatly refused citing an inability to change my flight Despite explaining the logistical challenges of a short layover and a terminal change requiring additional security procedures I received no assistance To add to the frustration the representative inaccurately noted on my account that I was presented with multiple options during our conversation Moreover the use of military time format and the lack of initial options provided only exacerbated the communication issues Both phone and email support proved equally incompetent and I was informed that customer service is outsourced to India allegedly contributing to the subpar service This experience has left me not only struggling to rebook my flight but also with a strong resolve to avoid British Airways in the future The lack of assistance blameshifting and overall incompetence in customer service make it my worst experience yet I strongly advise others to steer clear of British Airways and their appalling customer service',

'Not Beware BA dont provide any refund due to a very serious medical reason My father was diagnosed with a severe heart defect a couple of weeks before his flight date and B A refused to give any refund as this was not a good enough reason We sent them a medical note from his doctor saying he is unfit to travel due to potential heart failure and needs to have heart surgery as soon as possible and the operator totally dismissed it They said only thing they can do is change the travel date within a year Heart surgery recovery takes months and its highly unlikely that he will be able to travel within the year meaning he would lose his ticket and money They said they cant do anything to help not even change the name on the ticket so someone else can use the tickets The most ridiculous thing Ive heard',

' Check in was chaotic and badly organised Even though there were two desks one for premium and one economy there ended up being just one queue in front of the premium check in even though most passengers in it were economy That meant that those travelling in club or with higher status had no separate queue to join Whilst I was waiting in line another passenger went up to query and we ended up forming a new line in front of the economy check in desk for premium passengers unnecessarily badly organised the staff in charge should be retrained Security at the airport was very quick and through to the lounge This is a generic airport lounge for all airlines and it is actually quite good overall Nice layout and seating options reasonable food and drink options and an outdoor terrace which is really nice Boarding was very well organised although quite slow to get everyone on board but the flight was probably only half full and we still departed early so I think they felt no rush and it actually made the boarding experience nicer and more relaxed On board the club Europe seats are fine by European business standards although as previously commented are really not very good overall the meal service was disappointing As is normal BA do not stock enough of the proper meal option when the options are so limited and varied in quality BA really should stock enough for everyone to have the good meal Sadly they had run out by the time they got to me so I had the option of vegetarian sausage or a salad I wanted a hot meal so went for the sausage and I can honestly say it was one of the most disgusting onboard meals I've ever had in any cabin class rolling some mush similar consistency to mashed potato into a sausage shape does not make it a sausage BA you need to improve the meal options make the vegetarian meal something you specifically have to request in advance and offer all passengers a choice of two decent meals then people will not be left with such a substandard alternative when t

their first choice runs out Whilst I hadn't planned on using it the on board WiFi was not functioning so was not available to use Overall though the flight was fairly comfortable and the cabin crew were very friendly and efficient I used avios to pay for the flight so it was obviously good value for money for me',

'Not All 4 of our flights were fine in terms of comfort punctuality and service I feel safe with BA and that is my main reason for booking with them even though I could travel with other airlines more directly On our return flight AT LLHR we skipped the evening meal preferring to sleep and we're looking forward to a hearty breakfast prior to arrival at LHR Sadly we were seriously disappointed To serve a chicken sausage in a wrap for a business class breakfast is just unacceptable Does BA actually pay experts to design these breakfasts Low point on an otherwise good trip',

'cNot I had hoped this would be a good review but unfortunately it won't be I flew business class from LHR to PDX on the BA nonstop It was a 787-8 series aircraft The flight attendant specifically mentioned it was eight years old as he recalled flying it when it was brand new The business class seats were abysmal My seat was at the window facing backwards With the divider down which had to be in that position for boarding taxi takeoff and landing I was literally just a few feet away from the person in the aisle seat who was facing forward We both couldn't help but stare at one another It couldn't be avoided It was horrible The service wasn't all that good either The flight attendant did a pre-dinner drink When she came back to ask for my choice for dinner she said none of my selection were left I was a little upset as nothing else appealed to me She then came back later and said the other part of the aircraft had more of the meal selection I wanted I'm not sure why they didn't coordinate that to begin with I was NOT offered any wine or other drink with dinner The meal was put down in front of me and the flight attendant never came back other than to clear the tray Overall this flight was not very good I flew over on American and back on BA and paid 6000 roundtrip I'd fly American again My preferred carrier is United or Lufthansa I'll never fly BA again',

' I was going to fly to Frankfurt from Glasgow over London but the flight from London to Frankfurt was cancelled This meant I had to stay overnight in London where I have no accommodation etc As I was rebooked to a flight from London City airport which was more than 2h by train I had to get an uber and then take a hotel for £250 in total London prices I was reassured over the phone that I would get all the money back My flight from London city airport was then cancelled

ed again and rebooked to London Heathrow but two days later I then cancelled that flight and rebooked a new one with Lufthansa as I urgently had to get to work and needed the money I never received the money back for the hotel compensation for cancelled flight 1 compensation for cancelled flight 2 the extra food I had to pay for the uber or the actual cost of the flight I was first transferred 3€ by British Airways They stopped replying to me and told me the issue was weather conditions although other nonBA flights were going I lost over £700 in total and never got compensated for the loss of a work day either It just really feels like they don't care about people Worst service airline ever',

'Much better experience this time around Flew CPT to LHR on a new A350 Checkin was efficient I used the Bidvest lounge at CPT as it is better than BAs lounge Boarding was speedy The new business class club suites are very good Slightly irritating to be directed to the wrong seat 1A instead of 1K which meant that after settling in the passenger in 1A showed up We arranged a seat switch Second time in a row it has happened Why cant BA staff memorise which side of the plane is which and get it right Captains announcement was short and on point Welcome drink was served at the correct temperature ie cold first time ever for me previously BA has always served the welcome champagne warm IFE system was good everything worked as it should Felt slightly cheap that business class passengers have to pay for wifi I did not bother Cocktail was good The nuts came on a cheap plastic tray which was naff other airlines bring out something classier A female flight attendant came to take my order and I asked for Rooibas panacotta and the chicken breast She repeated back to me so you want a P and a C It was such a bizarre thing to say that I misheard I thought she said so you want beef and sea Confusion reigned until she explained to me she had a checklist of passenger orders and they abbreviate to first letters so she was saying P for panacotta and C for chicken But how bizarre to repeat back an order to a passenger in code Why not just say so to confirm panacotta to start and chicken as your main dish like every other restaurant airline does in the world The internal coding of food ordering is exactly that internal She even looked irritated at me that I did not understand her jargon first time The food when it came was excellent Much much better than recent flights I read somewhere that BA changed caterer If so it shows The panacotta was superb as was the chicken good restaurant quality The wine was OK to good but definitely not good to excellent I feel that while the food has got better in BA business class the wines have got worse Certainly compared to Air France which I have also flown recently The wi

ne was brought out on time not after I finished eating as it was last time I flew BA business Cheese was also good and not teeth crackingly cold as last time I had a good nights sleep Plenty of snacks out if you wanted them and they did not run out Breakfast was excellent and the coffee was hot previously it has been lukewarm So all in all a vastly improved service offering The staff seemed rushed off their feet it would not hurt to have an extra flight attendant to look after so many business class seats Overall summary vastly improved passenger proposition It would be 10/10 but I deduct a point for showing me to the wrong seat and another point for the bizarre interaction with the female flight attendant who repeated my food order back to me using internal jargon codes',

'Once again a terrible business class experience with BA The flight was delayed by 45 hours The plane was very old with problems with at least 4 of the seats in business class not cleaned properly prior to departure Food was terrible as always with BA and only one choice available from advertised menu As a result of the delay we missed our connecting flight from Heathrow and instead of putting us on the next connection they chose the second last flight of the day which was also delayed by over an hour meaning we had an additional 4 hour delay whilst at Heathrow At no point were we advised about our compensation rights despite asking at check in and connections or provided any vouchers during the delays Having flown Etihad Qatar and Virgin business class equivalents over the last year it is clear to see how big the gap now is between BA and its rivals ',

' BA A380s are showing their age hopefully they will update the interiors soon because it was a let down especially when the flight lasts 11 hours Cabin crew were good and helpful Dinner was ok but the breakfast was grim On board entertainment was not the latest and seat back USB ports didn't work The only upside of BA is that it is only 1 of 2 airlines who fly this route directly and their pricing reflects this if you're prepared to lay over then there are better airlines out there',

' \xa0\xa0Credit to BA Flew to Singapore recently and also back from Doha to London and both experiences were great Service was fantastic as was the quality of the food entertainment and was left feeling BA have got it together after a few previous below average experiences You definitely notice the difference with the staff on BA Far more approachable and outgoing compared to the cold and corporate middle eastern airline crews Nice one BA for 2 great flights',

' \xa0\xa0The check in area for premium classes at Gatwick is very nice and there was no queue when I arrived so I

was able to drop my bag very quickly Premium security at Gatwick is fine The flight was delayed due to NATS issues but the member of staff on arriving at the lounge let me know of this The lounge is nice and it's very comfortable There was an excellent range of food and drinks All the drinks you would expect Food wise there were sandwiches soup pasta salads fruit Spanish stew as well as turkey and ham pies with mashed potato roasted parsnips and carrots and gravy It was all really good and particularly nice to see so many options Boarding was pretty slow although the gate crew did a good job to keep it well organised and allow priority passengers to board first As has been well documented the onboard experience in terms of seat on BA Europe business is pretty poor but in line with other European carriers sadly That being said the seat is well padded and comfortable and the adjustable headrest is quite good The on board catering was of excellent quality I was lucky to get my preferred option of the roast turkey but several people sat near me weren't as lucky I do understand that meal options may run out but when the meal options are roast turkey with all the trimmings vegetarian cottage pie or a chicken salad you really should be stocking enough for every passenger to get the proper meal Or failing that allow an order in advance service where you then only stock the meals that people want to eat Whilst I fully support the desire to minimise waste both food and cost people really should really be able to get the ideal meal option Unfortunately one of the people affected reacted very badly to this and took it out on the cabin crew which is unacceptable they also lost a bit of perspective about just how serious a situation it actually was The cabin crew were very nice friendly and professional if a little slow but not to the point of detracting from the positive experience I had The ground service at Gran Canaria was pretty poor priority bags clearly meant nothing 95 of bags coming out were not priority mine came out about halfway through bag delivery and demonstrates poor delivery of service and not fulfilling on the service they promise to their customers Overall though it was a very nice flight and having paid for it using avios and £1 I cannot complain at all',

' The flight took off a little late due to Heathrow congestion but still landed on schedule Boarding was smooth and the onboard service was efficient A small snack was served for free with a bottle of water additional items were available for purchase The cabin and toilets were very clean Overall an unremarkable flight but in a good way',

'BA is great in the air But they sell you connections through London Heathrow Terminal 5 their private BAonly terminal which you are practically not able to make 90 minutes stopover

r time European flight inbound transatlantic flight outbound you arrive at the terminal gate ON TIME and book security Endless line slow process Your boarding starts and you are nowhere near the X ray and then it is a train ride within the same terminal but different distant buildings Almost impossible to make Lots of stress',

' I had broken my leg 2 days before our return flight from Lisbon to London I called to get some assistance from British Airways hoping for wheelchair assistance an easier seat to get to or possibly an upgrade so that I could stretch out my broken leg which was in a cast This airline failed on all fronts Quoted us a price of €6000 each I was traveling with my husband which we could not do Almost didn't let me on the plane trying to interpret my medical report They did not attempt to change our seats which were near the back The single concession they made was to allow me to board 1st but did not offer a wheelchair so I had to swing myself down the aisle to my seat using the arm rests of all 21 rows before my seat as the aisles are not wide enough for crutches Might I add I am nearly 70 Had to exit same way No wheelchair waiting for me at Heathrow had to hop onto bus with crutches to change terminals and nearly took a tumble doing so Took so long to get a wheelchair that they had to hold my connecting flight on another airline for me and we were last to board That flight had allowed us to upgrade to business class for a reasonable price and took great care of me',

'Check in at MIA straightforward BA use American flagship lounge near gate D30 which is excellent Flight delayed but only by 1 hour Boarding chaotic On board staff were fine Seat was fine too but product ageing Post take off service prompt Slept for 6 hours I noticed that in club world BA have ditched rose champagne which is a shame Pre arrival breakfast was ok Slow to deplane Luggage off ok',

' \xa0 \xa0Never I saw such a terrible customer experience The plane landed already 30 minutes late despite any operational delays the boarding took over 1 hour because the crew did not know where to place the luggages After this long 1 hour boarding process the captain did not apologise This is extremely frustrating when this occurs on a night flight forcing passengers to lose train connections to home',

' Having not flown with BA for a few years I read some of the reviews in preparation needless to say I boarded this flight with low expectations I was pleasantly surprised as the flight was ok We left LHR a few minutes early and arrived at JNB ahead of schedule Cabin crew although not as good as some carriers were attentive and professional Onboard catering was a disappointment as if you were unlucky to miss out on the chicken you were given a very sloppy pasta On board

ard entertainment has never been BAs strong point and sadly that hasn't changed Unfortunately BA is not the prestigious carrier it once was but it's not as bad from my experience as some reviews suggest',

'Dear Community I feel compelled to share the utter frustration and disappointment that defined my recent travel experience with British Airways Buckle up folks this one's a rollercoaster On July 16 and 17 2023 I had the displeasure of flying with British Airways on BA709 and BA7 and let me tell you it was a nightmare The initial flight from Zurich ZRH to London LHR on BA709 faced a seemingly unavoidable one-hour delay upon arrival at LHR This of course resulted in me missing my connection to Tokyo triggering an automatic rescheduling of my flight to Tokyo HND via Beijing with Air China Oh but the fun didn't stop there – flight CA183 was also delayed turning my 16-hour delay into a grand total of 23 hours finally arriving in Tokyo at 2300 instead of the promised 710 And the cherry on top My four checked-in suitcases decided to take a detour and didn't join me in Tokyo forcing me to waste an additional two hours filling out forms at the baggage center I finally got my lost luggage back on July 23 because why make it easy right But wait there's more My return flight from Tokyo to Zurich BA8 on August 8 also danced to the delay tune making me question if punctuality is just a myth for British Airways The cumulative impact of these delays torpedoed my vacation plans stealing a whole day of scheduled activities including a guided Tokyo tour As if that weren't enough I had to dig deeper into my pockets for unforeseen expenses—extra airport transfers tour operator assistance fees emergency purchases airport meals and international calls for rearrangements The lack of assistance at LHR airport was the icing on this bitter cake Installing the BA app just to get basic information about alternative connection flights was a hassle and the fact that no BA clerk could provide this info in person was downright infuriating British Airways you've left me with a sour taste in my mouth and a dent in my wallet Here's hoping you take this feedback seriously and step up your game because right now it's not a good look Frustrated and fed up Bert',

' Quick bag drop at First Wing but too many passengers so had to use fast track security in main terminal Direct entry to Concorde room outside security south Ate excellent breakfast which was served promptly Concorde room is a nice place to wait for a flight there is some interesting memorabilia and an excellent bar Boarding from C gates was disorganised and slow On board cabin crew excellent Good choice of beverages and these were of high quality Food was good Seat comfortable No first bedding provided On time arrival into

Miami Baggage took 1 hour to arrive',

' 4 Hours before takeoff we received a Mail stating a cryptic message that there are disruptions to be expected as there is a limit on how many planes can leave at the same time So did the capacity of the Heathrow Airport really hit British Airways by surprise 4h before departure Anyhow we took the one hour delay so what but then we have been forced to check in our Hand luggage I travel only with hand luggage to avoid waiting for the ultra slow processing of the checked in luggage Overall 2h later at home than planned with really no reason just due to incompetent people Service level far worse than Ryanair and triple the price Really never again Thanks for nothing',

' I recently had a delay on British Airways from BRU to LHR that was due to staff shortages They announced that there was a 2 hour holding delay but they would board us immediately in hopes of clearing the gate and leaving early We had to wait the full 2 hours inside the airplane The plane was old dirty had no power at the seats The staff provided a small bag of pretzels and 250ml of water to the passengers for 2 hour delay and 2 hour flight There were no options to purchase food or drink There were no entertainment options available I am a OneWorld emerald elite member but they do not upgrade members based on status First class lounges at Heathrow are overcrowded understaffed and poorly equipped The help desk is completely unhelpful when an error arises with delays and cancellations even when having the top status The Avios points system has been devalued to near worthlessness and requires fees to book reward that nearly equal the price of the revenue ticket British has lost its way in recent years and has moved from a worldclass airline to a budget airline with much worse service and timeliness than Ryanair or EasyJet',

'Not Boarded on time but it took ages to get to the runway due to congestion Flight was smooth and quick Snack and drinks were good for a short flight Landed only about ten minutes late One bag of three left in London forms quickly filled in and the bag was delivered the next morning',

' 5 days before the flight we were advised by BA that it had been cancelled and asked us to rebook There were flights 1 hour before and 1 hour after our original flight but they made us take one 3 hours earlier Our original ticket and the return flight a week later included a checked bag When we arrive at Heathrow to check in we are told our ticket doesn't include a bag and we will have to pay 75 pounds each to take them We explained that the original ticket had the bags and when they checked the system they confirmed that it did but not this one They would make no effort to sort it out

t and just told us to pay up or they would remove us from the flight So we had no choice but to pay up thinking it should be pretty easy to get a refund 15 months and 10 emails later we have still not seen a penny Every time I ask where my refund is and state how long we have been waiting I get an inane email saying some departments take longer than others to respond Absolutely hopeless airline to stuff up the booking in the first place and even worse customer service to not even attempt to solve the problem at check in even when they could see the mistake THEY had made in their system compounded by being unable to investigate a very simple claim and refund me 150 pounds in 15 months',

'Not \r\nWe traveled to Lisbon for our dream vacation a cruise to Portugal and Spain Our friends did not EVER get their luggage It was a two week cruise Two weeks without a change of clothes or her CPAP machine Contacting customer service was a nightmare We never talked to a real person Very little effort was put into getting them their bags In one port we were on the ship and the bags were at the airport The airlines did not deliver the bags nor did they tell our friends that they needed to go get them The airline couldn't be bothered to take the bags from the airport to the ship BA says it is their policy to get you your bags within 72 hours That is a joke It's been over two weeks and they still don't have them They are back home in the US and last they heard the bags were in Lisbon If you have a choice do not fly British Airways Customer Service is non-existent',

' Booked a flight from Bucharest to Manchester with a 2h 45' layover at Heathrow Flight was delayed from Bucharest because of ATC strike Arrived at Heathrow 40 minutes later than scheduled and still had enough time to catch my connecting flight Unfortunately we were stranded in the plane and waited a very long time to disembark the plane due to lack of staff or slot shortage it's a common problem with BA at Heathrow I missed my connecting flight because of their delays and they told me I had to wait all night in a freezing airport for the first flight the next day There was just a shameful 10£ food voucher which is a joke considering the ridiculous prices at LHR No accommodation offered and had to sleep in a very cold airport I asked for compensation and they sent me a long text with the same lame excuses that they are sorry but they will not compensate anything I can't imagine a worse airline than BA regarding customer care It is not about money here but rather than the way they treat customers It is the last time in my lifetime that I will be flying this joke of an airline',

' Booked online months ago and the only hitch was replacement aircraft meaning chosen seats were different I was info

med of this prior to departure so could amend Bag drop at MAN T3 wasn't smooth but I suspect that was MAN fault Shuttle boarding was slow and delayed meaning a rush at LHR T5 The flight to CPT was full but we left more or less on time The cabin was clean and PE was what we expected sufficient leg and arm room plus a few little perks with drinks Only complaint is the seats actually recline too far Staff were very good during the first few hours of service especially George Food was quite tasty but one option wasn't loaded Breakfast was also quite tasty and we landed on time The fly in the ointment is both our cases arrived late on the carousel and only later did we notice both had been broken into likely at CPT All in all a pleasant surprise',

' The flight was on time The crew were polite It was the same story on my outward flight I find that BA in Europe is generally pretty good though I regret that they have substituted Prosecco for Champagne on the list of drinks you can buy in economy So many complaints about BA and other airlines revolve around lost luggage that I never check in bags even for long trips',

'Not Angry disappointed and unsatisfied My route was from London to Atlanta My suitcase was not boarded therefore not landed with me For both comfort and safety reason a bag always fly with its passenger and that did not happen Claims and few phone calls were made by desk assistants who answered my questions unprofessionally and miserably Certainly I was left with nothing but my backpack which contained not more than few snacks Neither clothes nor anything else was ever provided as an apology Meanwhile I was also told that my bag would have been delivered through the next 24 hours which also did not happen British Airways is a great airline to fly with but its organization when it comes to customer service is poor and uncertain Still waiting for my bag',

' As an infrequent flyer British Airways was always my first choice With some reassurance and comfort of service quality luggage allowance etc In fact I've never flown with the budget airlines My most recent flight has now changed my view and causes me to reflect on what am I actually getting for my money and is BA what they once were While the flights were around an hour delayed both ways the cabin and ground staff service were ok It is the facilities or lack of that I am most disappointed by The flight was Approx 4 and a half hours and the only thing offered was a half cup of water that was poured out and a bite sized banana slice of cake In fact on my return journey I wasn't even offered the water To top it off BA no longer have a media screen from which you can select something to pass the time away There wasn't even the obligatory flight journey The WiFi was poor I could

dn't even access the shop However for a fee so much more was available This explains BAs record profit of £152bn So the question is what am I paying for I will now for sure opt for the budget airlines They are transparent with what they offer and what you have to pay for which I can decide to choose or not As BA now stands for Basic Airways I'll go elsewhere and get basic for cheaper',

'Not A totally unremarkable flight on time as comfortable as European configuration goes No catering due to the storm effect greatly exaggerated This was advised by email and a euro 15 was provided not easy to use but lounge made up for this loss',

' 1 Ground crew in Heathrow left 60 passengers luggage We had 3 bags 2 The Heathrow ground crew left 1 of ours behind after the 1st two were received the next day 3 The Heathrow ground crew lost our 3rd bag 4 times and we were on the phone with them for over 3 hrs over the course of the week 4 Due to this we had to spend 500 on health and beauty items for my wife on our cruise 5 British Airways said they MIGHT reimburse after 3 months 6 We had to spend 100 in cab fare to Barcelona because the Barcelona ground crew Iberia claimed they had delivered it to us 7 Heathrow ground crew made us 15 minutes late arriving back into Heathrow after our cruise We actually landed 10 minutes early but those incompetent people still were not ready for us 8 The Heathrow ground crew caused us to leave 45 minutes late even though ALL passengers were boarded and ready 15 minutes before the departure time This will probably mean we will miss our connection in Anchorage BA clearly does not care or know how to operate a ground base shameful BA is a joke and should be embarrassed they can't operate like a normal airline They do not grasp the concept that even a small hiccup can cause mass ripples of chaos to other people',

' London Heathrow to Gibraltar on 24th October 2023 I shall start by reference to the booking process I used the BA website to reserve the seat and food the website to be easy to use and clear in every aspect The flight was due to depart from terminal 3 but the passengers were bussed for a good 15 minutes to a different part of the airport where the aircraft was on a stand When boarding the flight the cabin crew kept a very low profile and this was maintained during the entire flight The captain made 3 brief announcements during the flight There was no inflight entertainment The seats were clean and comfortable enough for a short flight The lack of catering was overt Other than a tiny bottle of water and an inedible "breakfast bar" one had to use an online system to order even a drink and of course pay for it too The passengers next to me could not use the online system as

it does not seem to work and the cabin refused to sell them a coffee because of this fault. Moreover, the USB charge points did not work either. Given the early hour of the flight, it is a poor show that there are not even for sale items available from a trolley service. The system BA have in place is not good enough. The flight arrived on time. The disembarkation was inefficient though and poorly managed and the crew were not to be seen. The crew were wearing the new BA uniform and it seems to reflect a downward trend of the airline. To be candid, there was any difference between this BA service and that of so-called "budget" rivals. On this route, BA have a monopoly and so I did not have an option to use the services of a different company',

'First time flying British Airways and I would not hesitate to fly economy with them again. Flight attendants were pleasant and efficient. Excellent special meal, low sodium. Comfortable space in economy. One of my better flights',

'Not I flew London to Cairo and return in October 2023. It was basically a perfectly good pair of flights in Economy with pleasant and professional cabin crew, especially on the return journey. Being only 173 cm tall, I have no problem with legroom in the back of the plane. The seat was OK, if getting a little numbing after 5 hours and the return of a rather good included snack box and drinks was welcome. However, it must be said that the value for money was poor with a checked bag on the return leg only. This was a nearly £700 ticket. And although I am content to pass the time by reading or sleeping, it was surprising to find no inflight entertainment on 5-hour flights. However, overall, I would still recommend BA and would do so even more enthusiastically if it was more sensibly priced',

'Not Absolutely the worst experience ever. Flew into Heathrow, no problem. Waited for 5 hours, three extra hours for our connection to Porto, then they cancelled the flight. Scrambled for a hotel and a new flight the next day. They routed us through Madrid the next morning. That flight was 15 hours late so we missed our connection to Porto. Because we missed the connection, their fault, they cancelled our return flights. After two hours on the phone with customer service from the Madrid airport, they booked us a new return flight, then they made us pay 1300 to fly from Madrid to Porto. Then, for no reason, they cancelled our return flight again. After hours and hours and hours with customer service, we finally got a return flight five days after our original return flight. Meanwhile, they lost my wife's luggage. We finally got 15 DAYS after they lost it. Return flight. More problems with our reservations. At no point was British Airways helpful. They left the onus on us to fix their mistakes at every turn. They com

pletely ruined a three week vacation and they dont care They wouldnt even let us speak to a supervisor or manager Awful bordering on passenger abuse',

'Not Flew back from Malta after scattering our sons ashes at his favourite spots When we boarded the aircraft for our return flight my wife became upset A member of the cabin crew noticed this and immediately spoke to my wife and tried to reassure her Her name is Tracey an exceptional crew member I noticed she spoke to other travellers in a courteous manner and was friendly Each time she passed my wife she asked how she was and would she like anything This kindness made a difficult time easier for us both Aircraft seats were comfortable and service good for a 2hrs 45mins flight Thank you BA',

'Not Cabin luggage had to go to cargo even when I said I carried medicines There was no time to get them out the hand luggage The economy seats with Virgin Atlantic KLM and even Ryanair have more space Luckily it was a short flight',

' I have been using BA for a while now and on average I cannot say that I am pretty satisfied BA somehow experience cancellations and delays most of the time Second the inflight service is usually weak Food portions are small and cabin crew is not very helpful especially when it comes to drink requests The screens in the A380s should be renewed as they are full of scratches and same size as A321s Especially in longer flights the entertainment system becomes more important There is also no welcome package except for pillow and small blanket I would expect more from BA If you are flying from the US to anywhere except the UK I would recommend considering other airlines But if you are flying to/from UK directly then BA could be one of your choices',

' I flew from Istanbul to London in Business class For more than half of the flight a child was watching an iPad very loud with no phones plugged in it was three rows in front of me and disrupted my flight as I could hear it above my headphones Staff thought this was fine and refused to tell the mom to turn it down Why is this acceptable on a flight especially in business class Has this airline turned into a zoo Are staff given no training in customer service Why is a child allowed to disrupt other passengers When I told the staff she just laughed at me BA customer service is a disgrace Ive not even mentioned the food but it was bad really bad',

'Not I have flown on BA several times since the airline started nonstop service between Austin TX and London Heathrow Every year the service gets worse I brought a tape measure with me to see how far apart the seats are in the economy section 25½ inches BA has removed bathrooms in order to s

squeeze a few more rows of seats onto the aircraft Thankfully I'm not a big person and was able to squeeze into my seat without being too uncomfortable When BA first started flying out of Austin the food was great Now when I arrive at Heathrow I get real food and take it on the plane with me I don't know where or who makes BA's food but it is not edible If BA did not have a direct flight from my hometown to London I would fly with a different airline When we checked into Heathrow the line was extremely long and only one person was checking people in It took nearly an hour to get to the counter I understand airlines are making record profits and need to make up lost revenue from the pandemic but I think BA has gone too far and has little concern for customer service in pursuit of profits',

' The flight departed over an hour late due to a late inbound plane The plane was very full and half of the economy class passengers were forced to check in their larger cabin baggage at the gate when boarding making a complete mockery of the hand luggage allowance advertised Lots of passengers on board were stressed out about missing onward connections due to the delays and some did miss them as their next gates had closed by the time we disembarked at Heathrow Onboard service was ok but minimal BA gave up being a full service airline some time ago More concerning is that trying to get hold of customer services to make changes to bookings and deal with problems was nonexistent The airline seems to make it deliberately hard for its customers to contact it',

' I hate British Airways We get to London on Oct 3 and our next flight is cancelled We stand in line with 1200 other people to get it fixed and they tell everyone to leave the airport and call them to fix They book us the next day via online Don't offer vouchers for hotel we will miss our tour Now trying to get home from Istanbul Plane is here but should have started loading an hour ago No explanations May miss next flight Will never travel with them again Was this same problem April 2022 flight',

' Our BA flight from Porto to London Heathrow T5 was operated by Finnair using a Finnair plane and crew This had been advised by BA shortly after booking with the option to change flights if we preferred Although the business class cabin was of a similar layout to BA Club Europe ie with the middle seat kept free my wife and I felt the seats were more comfortable and the legroom slightly better Service was good on board and the meal was very tasty we chose the beef cheeks All was good until we landed at Heathrow Although we passed through passport control without delay once we were at the designated baggage reclaim we just waited and w

aided After an hour and ten minutes I went to the BA baggage counter to ask what was going on They seemed unaware of an issue but said they would find out Over the next hour or so various other passengers also requested information and despite various announcements and a list of different excuses it was almost 2½ hours before the bags finally arrived Frustrating to say the least I subsequently complained to BA but after 4 weeks there has been no explanation just the automated message from customer services 'we are experiencing exceptionally high volumes' This response says a lot',

'The customer services call centres etc are atrocious and sometimes callous They just don't care Long waits to speak to anybody who then have no power to actually solve anything and the calls just cut halfway without resolution anyway If the flights are cancelled as were my original ones you're really left on your own and nobody cares The onboard services are so-so but for short haul it's now "semilow cost" which is confusing as you never know what to expect This time we were given a bottle of water and a very small snack whilst anything else had to be paid for And yet on some other flights apparently you have to preorder any additional food It's confusing which makes it not dependable Cabin baggage is in theory generous compared to competitors in economy but then they asked more than half the passengers on this flight to check in the cabin baggage at the gate due to lack of space in the overhead cabins leading to long boarding delays Their whole offering hasn't been thought through very well The USB power supply did not work throughout the flight contrary to the announcement that the power be available after the seatbelt sign was turned off so it was pointless providing the sockets in the first place Not my first choice airline on this route and am just trying to use up most of my Avios points before I totally abandon them I fail to see how it is deemed a 4 star airline',

' I am a frequent flyer with BA and have been for the last 15 years Having noted the ratings given frankly I cannot understand how BA scores three stars for most aspects of its service In a nutshell BA has placed profit margins over passenger appreciation This fact was hammered home on my return leg which was not in Club Europe Quite alarmingly BA appears to place profit over passenger safety by extending its Business Class seating up to and beyond emergency exit rows and then failing to ensure those seated in exit rows have the physical capacity to actually open the door in case of an emergency I was not at all reassured to see an elderly and slightly built woman seated with the responsibility of opening the overwing exit should the need have arisen Shorthaul business Club Europe is simply a joke and only useful f

or gaining valuable tier points for lounge/preboarding benefits. While cabin crew service is excellent, the lack of space and reduction in refreshment choices etc places them a million airmiles behind competing airlines such as Qatar, Turkish or Emirates, who understand the true definition of customer appreciation and hospitality. BA has consistently eroded the value of their Executive Club and seems to be of the impression that recent changes in obtaining Avios points during the booking process benefit passengers. Really, I want to support BA and did enjoy flying with them up to the point when they started penny pinching and became more deserving of the name Budget Airways. The attached photos taken during my most recent itinerary highlight the difference in customer care/appreciation between British Airways and another airline used in this trip. Both flights were around 4 hours in duration on the same day. Guess which one is showing BA's inflight offering',

'Not. Flew with BA to Punta Cana. Took the trouble to reserve seats for both outbound and inbound flights. On boarding at Gatwick realised we had been moved to much less good seats with other people sitting in the seats we had spent a lot of money reserving. Apparently there has been a change of aircraft and a number of passengers had been automatically reallocated seats for no particular reason. The crew said there was nothing they could do, although of course they could just have swapped us with the couple using our seats. We were told to claim a refund on return home. We did this via a complaint form. BA offered us £100 in vouchers. We didn't accept this as it was less than the cost of the seats and also naturally we wanted our money back. We eventually got it but not without a fight. Very second rate, shoddy airline',

'They downgraded me from business to premium economy. They took three months to get back to me and offered me 200 pounds or 400 AUD. The difference between business class and premium economy, which I never fly, is 3000 AUD and the difference between economy and business is 6500 AUD. They owe me at least 1500 pounds and to be very fair 3250 pounds. The downgrade was insulting and incredibly painful as I had a recent cancer operation and have a back injury which I have pointed out to them. I need to lie down. The wait for them to get around to me has been numbing. The insult of their offer has been the slap in the face to continue my degradation. The people I have dealt with at the airport have been down to earth, honest, hard working people. The actual staff on the plane were warm and friendly and helpful. The systems under which BA operates are some sort of medieval torture',

'The already delayed aircraft landed and apart from the small BA logo on the rear of the fuselage there was no indi

cation as to whom the carrier really was Boarding turned in to a farce with passenger groups being told to wait in one queue in order to board only to be informed we were on the wrong place and our boarding wasn't allowed yet The interior cabin was reminiscent of a BA cabin from twenty years earlier except the tight legroom and uncomfortable seating which made a budget airline feel luxurious The crew were not BA but from an unknown charter company Service was slow and as usual choices of food to purchase ran out before they'd reached row 24 I requested a cup of tea which never appeared Thank goodness for my airport purchased water and the tiny offering of pretzels The over officious senior flight attendant who'd been facilitating in Club Europe appeared in economy and immediately slammed down the armrests whilst still in mid flight making an already uncomfortable journey feel worse Cattle class was definitely that To say I was happy to land and disembark was an understatement Never again BA never again',

' \xa0 \xa0 Caught up in the Gatwick cancellation fiasco at some point between what was smooth check in unable to do online as part of group travel and security the flight was cancelled we were denied entry to security and departures as a result It was at this point that we discovered BA Gatwick are not BA but a masquerade who are unable to help and and provide very little assistance unless the real BA provide information and even though our baggage was now airside didn't have a clue as to how we could get it back It is however with thanks to a supervisor from Business Class check in who came to our assistance and help with our predicament baggage retrieval information on what to claim and how and our revised BA flight from LHR the following evening Difficult to give a rating for cabin service as we didn't even board the aircraft',

' \xa0 \xa0 BA has a real problem with boarding its flights Those who get on first fill the luggage bins with 2 bags one of which is supposed to be small and under seat only Cabin staff don't bother implementing their own rules Subsequent passengers mill up and down the aisle bumping into each other searching for space Boarding this flight took an hour as a result of this nonsense The incoming flight was late already so our 90 minute flight was 90 minutes late',

' Our connecting flight from London to Glasgow was canceled and we were forced to wait 12 hours in the airport for a new flight When we received our luggage at Glasgow we discovered that our luggage was soaking wet My wife's luggage contents were wet and had to be air dried',

' The worst airline I have ever flown with Allocated the very back row next to the toilets and galley No chance of g

etting any sleep question asked of possible seat movement ignored and getting bumped the entire time by cabin crew walking or pushing kart up and down aisle without one apology Would have been better sitting in the luggage compartment',

'Excellent service levels proactive crew and superb food and beverages I found all aspects of the service to be superior to BA business class even the new BA Club Suites First Class felt exclusive the dedicated crew were clearly used to working the premium cabin enjoying their work were proactive friendly very respectful and the food and beverage offering a considerable step up from business class The seat with sliding double doors was spacious well designed and very comfortable British Airways offered a solid First Class service from Concorde Lounge to boarding which was actually by group number for a change to the very warm and genuine welcome on boarding A consistent solid comfortable service from start to finish and if the price was right I would not hesitate to book First Class with British Airways again',

'Not Booked a very special holiday for me and my partner September arrived and we were on our way to lovely South of France Booked Business Class for us both to start the holiday right As we were checking I was told the flight was over booked and our seats wouldn't print onto the ticket for some reason We had already made sure the seats were booked when we had booked the flights nearly a year prior to going Unfortunately when we arrived at the gate we were then told we would no longer be sat together and one of us would in fact have to go into economy My girlfriend is an extremely nervous flyer and so had to take extra tablets to remain calm She didn't have any food which we had pre booked also and she was sat right down the bottom end of the flight We were held at the gate with another 4 or 5 couples all in the same predicament all due to the lovely money grabbing British Airways over booking the flight They ended up refusing passengers in the end and even had people sat on the fold down chairs in the toilet area When we eventually arrived in France late we was waiting for our luggage to come Our airtags stated that both our cases was in fact still in Heathrow We then had to wait 4 days for them to eventually come into France by this point our holiday was ruined British Airways was absolutely shocking we couldn't speak to anyone as all the phone numbers were no longer in use We felt stranded in a foreign country with no clothes and no one to help use with what to do next Every day we watched them case not moved as we were tracking with air tags it was so frustrating not being able to plan our days in hope we would get the call to then drive all the way back to the air port 2 hours each way to collect our cases we ended up going out and buying new

clothes toiletries and all the stuff to make the best of our ruined holiday saving all the receipts thinking we would be able to claim it all back how wrong I was British Airways take zero responsibility and fob me off with going through my insurance British Airways only pay for basic essentials Pants and toothpaste I filed a complaint when I got back and requested my money back for business class and they haven't even had the decency to even respond They are an absolute joke of a company and I wish they would remove British out of their name because there is nothing British about them Do not give them your money they can't even look after their staff let alone customers Oh and don't bother trying to cancel your flight either as they just take all of your money off you and give you nothing back',

'Not Just returned from Chicago flew out 10 days ago on American Airlines absolutely superb in every way had high expectations on return flight with BA\u2028What a disappointment\u2028The Airbus A380 may be nice from a pilot's perspective but as a passenger it was awful\u2028Very uncomfortable seats the inflight entertainment and flight tracker failed to work throughout the flight the inflight meal was inedible and the service was mediocre at best Our short flight from Heathrow to Manchester was much improved very welcoming and attentive in flight staff and the flight even arrived early In future we will travel with one of the American carriers ',

' BA standards continue to decline every time I fly with them This time a 45 min late departure which seems the norm for BA and no information from the rude and clueless boarding gate staff The Club lounge was overcrowded dirty and grubby and cleaning staff could not cope How many more cutbacks is BA going to apply before they become truly low cost As a 35 year veteran user of BA while people complained of Alex Cruz cutting costs the past 3 years has seen them decline very quickly under their latest CEO One reads the occasional article about BA improving things but I have yet to see anything substantive There seem to be few British staff left amongst the cabin crew so maybe time for a name change and give the flag carrier status to a proper lowcost and sadly the staff service has declined year on year Onboard the catering remains poor and surprised that DoCo can produce such rubbish meals when I have sampled their Turkish Airlines equivalent in August that was superb guessing BA are too tight with their budget Onboard WiFi service is a joke and should be avoided',

'Not Awful Business class check in queue just as long as for economy probably because half of the desks were not staffed and Terminal 5 is chaotic Business lounge overfull c

ouldnt get seats Delayed flight unmanaged chaos at the gate
No drink on boarding first drink served an hour after takeo
ff The meal was poor used to get better in economy on other
airlines British Airways has won the race to the bottom of
the cheapskate stakes Not looking forward to the flight hom
e',

' Not a reliable airline You cannot trust the timing at al
l I had a 645am flight boarding was on time but then we are
sitting in the plane for already 15 hours and the expected
departure is still not clear They have discovered the engin
e is not working I am risking to be late for a business mee
ting in Geneva How come they bring a not working plane to t
he gate The funny thing is that I had another business trip
in spring 2023 also with BA to Amsterdam When I arrived to
the Airport that time I was told I dont have a seat I was
put on the next flight in several hours which should have g
et me to the business meeting late but still not too much A
lot of stress In the end on the second plane we were sittin
g in the cabin for 15 hours and I have missed the meeting I
thought it was a dramatic unlucky case that time but today
I see its routine for BA not to fly on time',

' I take comfort in reading the last ten or so reviews to
see Im not the only traveller to put in words how absolutel
y abysmal British Airways are The only reason we are stuck
using this awful airline is to use up points We booked Club
Europe months ago London to Athens sat in row 3 and told th
ey had run out of food options only choice was lentil pie o
r green curry Returning Athens to London Club Europe Couldn
t check in online as promised so arrived at the airport 3hr
s early To be told they had overbooked the flight and basic
ally we were being bumped to economy This airline fails to
deliver time and time again It is a national disgrace and I
implore everyone to choose an alternative ',

' The worst journey in my life The connection time at LHR
was only 1 hour but the flight from MXP was on delay I had
to rush to change terminal by train and arrived risking a h
eart attack After that the plane just stayed there for anot
her 40 minutes Despite that upon arrival at SJC my baggage
was lost I filled the form and gave to the employee I was n
ot given any receipt so I did not have any reference number
BA phone number at SJC simply never answer I called twice t
he toll free number and realized they did not record the de
livery address I had to enter myself online dealing with a
shitty website They delivered the baggage three days later
I claimed for compensation online as I had to buy clothes a
nd other stuff and I did never get a receipt I was expectin
g an upgrade for the flight back to MXP but nothing happene
d neither they allowed me to enter BA lounge at SJC Bad cus

tomer service The only positive side was price but obviously this cannot justify this treatment and if I knew I would never flown by BA Never again',

'The airplanes and the lounges are worn out old and broken From Dallas to Heathrow multiple first class seating and electronics were non functional and poorly designed The first class seating from Heathrow to Dubrovnik was nothing more than a tray blocking the middle seat of a standard coach ticket Very disappointed',

'One of the worst experiences on the worst airline The flight was delayed due to earlier technical issues The time slipped from 1700 to 2000 to 2200 and finally cancelled There was zero information given Despite paying well over the odds for business class we were booted out of the BA lounge two hours before the flight When it was finally cancelled the BA staff Without explanation told everyone to go to a gate After another hour or so they made us re enter the UK via passport control a further 40 minute wait By now the airport was closing and there was no sign of our bags or any help from BA A passing Gatwick engineer finally helped us locate the bags BA completely washed their hands of us and in contravention of CAA rules refused to find us accommodation Many slept in a bus stop overnight There were people with young children who couldn't find somewhere to stay and yet BA had closed down and left The following day the replacement flight was also late and due to an admin mistake had no catering or liquids for a 2 12 hr flight Overall the service was shockingly bad the worst I have experienced from any airline I will not ever use them again',

' Cancelled our flight lastminute then moved us onto a flight 2 days later operated by Japan Airlines We had paid a lot extra for extra legroom seats as I am very tall and they assigned me a middle seat deep in the middle of the plane Because it was operated by a different airline but booked by BA neither BA nor the other airline could change my seat over the phone despite seats being available After 4 hours of waiting in queues and sitting on hold their solution was for me to arrive early at the airport I did but the seats had already been given away for free by people who had booked directly with that airline and could check in online I got a £10 meal voucher as compensation for this enormous downgrade on a 14 hour flight Never again will I fly BA I would rather fly indirect with better airlines than use this disgrace of an airline again',

'I had a flight from Miami Florida to Dublin Ireland via Londons Heathrow airport The outbound flight from Miami was delayed and we were further delayed when our gate was occupied when we arrived in Heathrow The total delay was roughly

an hour but it was enough to make our connection a challenge where we had 73 minutes between original arrival time until the departure time to Dublin. When we headed to our connection flight we were stopped by security personnel at a checkpoint and told us that the gate to our connection flight had already closed. This was twenty minutes prior to departure time. They ushered us to customer service to be rebooked. Given the busy weekend of travel we were rebooked on a flight at a different airport and were told that our cost to get there would be reimbursed. We then waited 3 hours for our luggage and then took a cab to London's City Airport. The cab fare was roughly 500. When I filed a claim with British Airways they refused the claim and told me that we had plenty of time to make our connecting flight and therefore they denied my claim to be reimbursed for the cab fare. This is after I explained that it was British Airways employees who ushered us to rebook the flight despite the 20 minute timeframe to make the connecting flight. The person who rebooked us told us it was policy that they close the gate 20 minutes prior to departure. I will never fly this awful airline again. Given the other feedback on this site it appears that that is the overwhelming sentiment',

' We started our day with BA in Prague. The flight actually left on time. I came to find out that's very unusual. We purchased business class seats. As you can see from the picture they hardly were business class. All they did was block off the middle seat in the first few rows and called it business class. Horrible flight. In addition I had a really rude rude check in clerk basically yell at me when I excused myself and asked if she could give a little bit of priority to the many business class passengers who weren't being served. Then we got to Heathrow and the real fun began. We had a 4 hour delay. They gave us about 5 different excuses for the delay. I had a few employees walk away while I was asking them questions. They were very rude. At one point there were no employees left. And from the announcements it seems virtually every BA flight was delayed. And there were no weather issues. There was no place to comfortably store items in business class. I've never experienced that before. Not even a cup holder for my bottle of water. The seat controls didn't work well. You had to keep pushing the buttons to get them to do anything. The power outlet didn't work. There was no internet the entire flight. The overhead luggage bin was too heavy. I almost got a hernia having to close it. This is a horrible airline. I'll never fly with them again. If I could give zero stars I would',

' I fly British Airways weekly not because I want to but because they own the route there's no other option therefore

they frankly don't have to care about the customer The flights are always delayed and it's always someone else's fault be it weather delays to incoming aircraft or flight traffic control issues I've heard it all and for the life of me can not understand why they are allowed to operate I've been around the world and traveled with all of the world's airlines but British Airways are really the worst of the worst It's such a shame to have watched what used to be a good company fall down a cliff My advice is if you have an option to fly with anyone else then exercise the option but if you're flying with different connections and you have a tight schedule do not expect BA to get you to your destination in time',

'Not Everything was ok until our connecting flight in London just before take off we were on the runway the pilot came on to announce an engine problem After engineers tried to fix it while we waited on the plane for over an hour we were finally told that we would have to be evacuated and rebooked for another flight but not to worry because a special crew was waiting for us on the ground to help us and set us up in a hotel except that there was no one to help us In fact everyone refused to help us It was Saturday almost 8pm and they just wanted to go home Anyone with a connecting flight couldn't rebook on the application because the app wouldn't disassociate our first flight with the connecting one in London and the staff saw this but still refused to help us They gave us a phone number but there was only a message that said just to use the app Finally I got someone on the phone who rebooked us for the next day Now it's 1030pm and I have to find a hotel room because the airline refused also to help us with that So I had 2 choices either sleep in the airport or pay over 700GBP for a room I don't have the money to pay for this but after a 10 hour flight 8 hours of jet lag and the insane stress after the fact that no one from British Airways would help us I took the room Of course I claimed reimbursement but that was over 3 weeks ago and I haven't heard anything since so I have no idea when or how much I'll be reimbursed even though I'm not claiming any emotional compensation from the horrible situation they put me through due to their total indifference It's financially difficult for me right now because the money I had to put out is equal to half my salary and of course it's impossible to reach them by phone I feel still as I did on August 26 2023 completely trapped by them and their indifference with no solution or information',

'Not My initial flight was cancelled 8 hours prior the flight Then I was automatically rescheduled for next day Next day the flight was delayed leaving Hamburg and missed my

connecting flight to Las Vegas Me and several other passengers spent the night in London British Airways provided us with vouchers but the transfer bus dropped us at the wrong hotel closest to our hotel and told us that we can walk there if we want to As a result I lost two nights hotel reservations that I made in Las Vegas I opened a claim and provided all receipts to British Airways to get refund of my hotel reservations but over 5 weeks now not a single feedback from British Airways I will avoid all flights with them in future and will share this story',

'Not We will never fly British Airways again Our flight on July 15 2023 from LHR to LAX was cancelled 20 hours before departure without any explanation Since 8 weeks we are now waiting for the refund and BA does not pay us the cost caused by the cancellation Very disappointing',

'Check in and security clearance very quick at LHR T5 My wife and I used the Galleries North lounge and at 600am it was easy to get a seat Good buffet breakfast options Flight boarded on time and flight departed on time I was seated in 4 A the Club Europe seats on the A320 seem to be getting smaller and legroom I am 6ft was very tight Cabin Crew service was fine I chose the full English breakfast it was ok but there was a lot of water in the bottom of the bowl Flight landed on time Overall an OK flight but Club Europe doesn't feel very premium these days',

'Not British Airways has confirmed itself as the worst airline in the UK Last minute cancellation no explanation refusal to book with another airline "because we don't have an arrangement with them" What's happened to what used to be our national airline',

'Worst BA experience I was supposed to fly out to Italy on 7 September 2023 I arrived at OR Tambo International airport ready to check my bags in I already checked in online the previous evening so I had my boarding pass ready At the counter I was told that I had been offloaded from the flight as my connecting flight has been cancelled No information was sent regarding this beforehand The team at the checkin counter tried to get me on another flight that evening but there were no flights available They did manage to get me another flight the following evening with Lufthansa to Italy via Frankfurt However I did miss the first part of my trip having arrived a day and a half later than I was supposed to Upon moving the flights I did ask the BA staff whether my flights back are still valid and that everything is in order which they assured me is correct I have to fly back to South Africa on 18 September and upon checking my booking information I noticed on my BA account that my first flight Milan to London is just missing from my booking My connecting f

rom London to Johannesburg is still there After spending the entire morning on the customer helpline two different operators picked up and in both instances the moment I proceed to give my booking reference number my call gets dropped Currently it seems like I will be arriving at the airport again on Monday without a flight',

' My daughter and I were denied boarding on our business class flight from Madrid to Heathrow in March 25 2023 the first leg on our return flight to Victoria Canada No reason was given for the denied boarding by the check in staff at the British Airways counter in Madrid who said they were only agents and told us to call British Airways We were three hours early for the flight and had valid passports After many tries we finally reached British Airways by phone but we were told to call Expedia which had booked the flights Expedia confirmed that we had been bumped from the flight with no explanation as to why Expedia then began a long process of finding alternative flights Over the next 24 hours we had numerous calls with both Expedia and British Airways Incr edibly the next available flights were 9 days later on April 3 This was almost unbelievable but after many many tries it was the best we could do Even though these were Business Class tickets Part of the problem was that apparently rules did not allow any changes to routing for any segment of the flight This nine day delay was a major problem for us I had to miss work and my daughter was missing school Further we received no compensation from British Airways no penalty fee and not any reimbursement of our expenses for staying the nine extra days After our return I began the British Airways online complaint process and submitted all supporting documents I received an email reply and a case reference number And then nothing I sent numerous follow up emails and received no replies It is now months later and still I have not heard from British Airways This is shocking and definitely the worst airline service I have received for my thousands of flights over many decades I am a very patient person and this is the first time I have commented on this type of forum I think the public should be made aware of extremely poor customer service at British Airways',

'Despite boarding being the usual free for all at LHR with groups 13 being called to board all at once Whilst those passengers who had agreed to check in a bag in at the gate getting to board before anyone else However the service on board was impeccable Superb crew friendly attentive interacting with passengers and generally appearing to be enjoying their job Like BA in the old days and at its best Food choice and quality seems to have improved too no beef cheeks thankfully and even the Club kitchen appears to have returned

Old style Club seating but is at least better and feels less cramped on the 787s',

'Not Flight cancelled no crew 9th September 2023 not peak holiday period so why such bad management by BA Sent to the gate left standing of over an hour and then flight cancelled As were other on that day Why does BA continue to provide such poor service a national disgrace',

'Not The worst service ever my baggage did not arrive on time Both my flights were delayed I will never fly them again Even the food was bad and your service',

' 44 flights we booked this holiday were delayed about 12 hours No wifi available on 2 of 4 flights Food and drinks very basic and expensive Cannot recommend',

' British Airways has a total lack of respect for its customers I was booked to fly from Frankfurt Main to London City Airport and just a couple of hours before the scheduled departure the flight was suddenly cancelled by BA without explanation when I was already at the airport The worst thing was the utter callousness that staff showed towards customers The ground staff's attitude was that they are merely third party agents not BA employees and therefore they quickly washed their hands of us all telling us we had to contact BA directly via phone if we wanted help They couldn't even provide us a phone number telling us to look it up on bacom So BA abandoned its passengers They did tell us that the BA departure to Heathrow had also been cancelled meaning there would be no further BA flight from Frankfurt to London that day although other airlines were still operating the route but BA refused to rebook us on them The reason given for both cancellations was "technical reasons" No assistance or information was provided on our rights due to cancellation nor any information on help regarding food accommodation help etc Their attitude was literally that the cancellation had nothing to do with them and it was our problem not theirs I received an email an hour later notifying me that I had been automatically rebooked on an alternative flight 24 hours later which wasn't acceptable as I had to get back to London that night I rang BA's call centre and again they showed a high degree of callousness 95 of the halfhour call was spent with me waiting on hold with the phone just cutting off after half an hour and no meaningful information given to me by that point There was no attempt by the call operator to call me back when the line cut and I had a solid phone signal and wifi as I was still standing in Terminal 2 of Frankfurt Main airport even though my phone number is listed in my booking contact details They just don't care In the end I had to arrange my own return to London by taking a coach to Hanh airport which was 112km away waiting there for

5 hours and then booking an expensive last minute ticket with Ryanair to Stansted At least that flight operated on time and got me back to London BA is worse than a low cost carrier now',

'London Heathrow to Keflavik Iceland in Business Class on an A321 British Airways provides an unusual Business Class experience for intraEurope flights The seating is similar to most airlines middle seat vacant and little extra space but on British Airways the Business Class cabin extends to almost half the aircraft This makes it less than a premium experience at every step from boarding to onboard The WiFi worked for only half the flight and there are no refunds But when it worked it was surprisingly fast Service on this flight was very good and we got to Keflavik on time',

'Mumbai to London Heathrow in Business Class on an ageing B777200 This aircraft featured the older Club World flatbed seats They are comfortable there is enough storage space around the cubicle and the monitor screen is among the larger ones Ive seen on airplanes BAs new Club Suites are said to be far superior competing with the best Bclass rivals The entire Business Class cabin had just 2 washrooms but it wasn't an issue on this flight since the premier section wasn't at full capacity There was WiFi on board fast enough to even send videos via messaging apps Service onboard was competent but the staff lacked warmth The food was alright and no more The biggest plus of this flight is that it gets out of Bombay at 110 pm in the afternoon instead of the ungodly early morning hours most international flights take off from India The airport experience is far more pleasant at this time In summary British Airways provides a good but not spectacular Business Class product',

'Care and support shocking Written by a previously loyal BA traveller Lies and misleading unprofessional service Told that my flight was cancelled Booked on to next available flight in downgraded cabin from business to premium economy Called to ask why Told technical fault with my original flight My suspicion was another reason At airport check in staff said that not enough crew to staff original flight earlier in day Why take my money and allow me to book a flight which would have allowed me to get to work as a doctor in the first place How can you trust such an organisation to look after you as a flying customer',

'Flying A380 business class should be a pleasure but BA has made it a disaster with the worst seating and configuration imaginable How could any sane person could jam so many seats into a limited space and expect passengers to be happy Seats are narrower than economy on some airlines and you must face another person until a plastic screen is raised T

he Tv screens are the size of a medium sized tablet and the controls are behind your head in a sitting position There is no where to put anything except one small pull out drawer at ground level that can not be reached when seated nor accessed when sleeping The window seats and middle seats are accessed by having to jump over a passenger on an aisle seat and the seats are so low that they are hard for elderly to get out of The whole business class set up is a sick joke Eating is difficult because the seat is not close enough to the table and the tables are so flimsy that drinks can fall off Are there any redeeming features the answer is no If you like a little comfort avoid BA like the plague',

' British Airways absolutely does not care My reserved seat was change from an aisle to center seat for this overnight full flight and it was quite awful After enquiring at LAX check in the agent said sorry nothing we can do Onboard the flight the attendants seemed to try and finish the meal service at a racing speed with meals trays passed out with no proper questions about choice Then back and clearing trays and they disappeared to rest in the kitchen for hours after that No water runs if you need anything do not bother with the call bell as they simply ignore it I used to like travelling British Airways 1015 years ago but the bean counters have been in and lowered it close to a lowcost carrier I guess staff are badly paid from their terrible attitude and service My last trip to London was with Delta they are so much better than this very poor excuse of an airline that British Air has now become',

' My recent experience with British Airways was not just horrendous it was an utter abdication of responsibility on their part I arrived at JFK ready for my flight to Malaga only to find it had been cancelled with zero notice After a draining 2hour altercation I was finally placed on a different flight The nightmare continued when I landed in Malaga sans luggage containing essentials for my sons wedding Thirty agonizing hours later the bags showed up—but my brandnew iPad and a special watch for my nephew were missing The items werent merely valuable they had emotional significance which made the loss even more gutwrenching Youd think a reputable airline would make amends for such errors Despite the clear mishandling of my baggage by their team they refused to offer any reimbursement or even a modest amount of airline credit Their customer service was not only ineffective but also astonishingly callous Their response was in essence Its your fault for trusting us with your belongings This isnt just poor customer service its a complete disregard for basic human decency and responsibility British Airways had numerous opportunities to right their wrongs and chose

not to If you have any respect for your time belongings and emotional wellbeing avoid British Airways at all costs They not only fail to deliver on promises but also refuse to make amends when they err leaving customers to bear the brunt of their incompetence',

' This is to express our displeasure and concerns regarding our flight to Italy Our trip was effectively ruined by the failure of our luggage to arrive with us coupled with the length of time it took for it to eventually reach us 9 and 12 days Our departure dates June 19 2023 Flight BA 294 Chicago to London June 20 rebooked by BA on BA 546 London to Rome All flights were late On arrival in Rome my wife was forced to walk to the checkin desk because our reservation for wheelchair assist from the plane was never transferred by BA She was told by the cabin crew that there was no reservation for her transport Also our checked baggage 2 failed to make the BA rebooked flight from London to Rome BA took 9 days to deliver my bag and 12 days to deliver my wives I called BA Baggage Claim Services daily I was frequently cut off after waiting on hold for over an hour We had Apple Air tags in both bags and sent pictures showing their exact location to BA Baggage Claim several times After 5 days BA stated that they found my wives bag but needed to verify ownership Both bags as described had bright pink 4" easily visible tags and bright pink bows Taking 9 and 12 days to deliver them is inexcusable Our return date July 3 BA 553 Rome to London BA 297 London to Chicago All flights were late We arrived in Chicago more than 3 hours late missing our ground transportation to our home in Michigan 3 hours away We had to find a hotel and stay overnight near Chicago On July 12 we filed our expenses for replacement of lost clothing and toiletries also for food purchased at Heathrow due to the flight delay and overnight hotel charges in Chicago After 2 weeks I went online asking for some followup on both cases but have had no response at all from BA We are retirees on fixed income and cannot fund BA's errors I can honestly say that the times I was able to reach a human being they were all courteous and attempted to help but appeared at a loss',

' I flew London to Malaga on 27 August in Club Europe We stood around at Gate B45 in Terminal 5 for over an hour with staff giving very different reasons for the delay late inbound aircraft etc but the plane we boarded had been sitting there for more than an hour After boarding the captain stated that because they had changed planes there would be no meals served This is Club Europe and we received one small packet of crisps throughout the flight No effort to apologise We smelt the hot meal for pilots being heated and then sa

w it being served to them on a Club Europe meal tray Cabin crew also had warmed pastries and were very quick to use a air freshener in the front galley while customers received zilch BA sent an email the following morning to say sorry nothing else What a complete and utter rip off by an airline that is already cutting back on so many things I paid a full Business class fare did not receive any part of the onboard meal service and they expect an email to be sufficient A void BA if you have any other option nowadays they are the worst in Europe',

' I arrived at the airport about 25 hours before takeoff to have more than about time to get checked in go through security etc All that went without any issues Being that I was relatively early at the gate I was one of the first passengers there After some time boarding had opened First the business class got called up then families with children and disabled people A couple minutes into the boarding they started to call up people one by one by name Then there was an announcement they won't let anyone in anymore Me and about fifty other people were still standing at the gate not being let in The reason they said was that the plane was short staffed Later I discovered speaking to a manager that not only the flight was short staffed but also it was overbooked After the announcement people were getting angry because they wouldn't be let in anymore Nothing changed and everyone was sent away I had a connecting flight later that day that I was going to miss because I was not let on the plane First I tried to get my luggage back which I didn't receive immediately but got a hold of later on thanks to the airport personnel Then just like everyone who was going to fly with the same plane I wanted to talk to someone from British Airways Since they don't have a service center at Frankfurt Airport everyone went to the checkin counters where we received food vouchers but not a single person was either able to rebook my or anyone's flight nor get anyone refunded All the staff said was that we were going to receive an email in a couple hours with options to rebook the flight or get a refund I waited four hours for the email at the airport that did not come until today Trying to call the airline did not help either because they did not answer the phone or hung up in the middle of the conversation After the four hours of waiting for the email me and some other people from the same flight went back to the checkin counter to get a confirmation from them that I will receive a refund Being that there was a new shift the personell did not know what had happened When they scanned my passport and looked at the flight they found out that the system was dying that it was my fault I could not attend the flight It looked like I had missed

it For everyone standing there with me it was exactly the same But the people at the counter said they could not do anything about it Later on we were able to speak to the manager after many phone calls he said they were going to take care of it We are supposed to get an email at some point in the future I was not able to get a written confirmation that I will get refunded even after several times asking for it I already flew a lot of times in my life but never ever has such a thing happened to me Not only that me and so many other people were not let into the plane but also the customer service being so horrible that they were not able to rebook or confirm a refund in any way In the end the only option for me to get to my destination would have been to book a last minute flight for a lot of money which I would not know if I ever got it backed',

' Filthy plane cabin staff ok appalling customer service staff who couldn't care less when dealing with a complaint Paid extra for club Europebusiness class Food was poor they gave you wipes to clean your seat area yourself and we were split up so they could accommodate families Not really what you expect when you pay for the extra service Will be cancelling our other bookings we have with BA even if that means we lose our deposit',

' \xa0\xa0Chaos at Terminal 5 with BA cancellations and delays and staff give different reasons depending on who you ask 9 out 10 answers were lies Sadly BA airport standards at T5 are worse than ever and we are long past being able to use Covid as an excuse As a short haul club Europe trip I expect very little from BA any more and they barely even provide that with cutbacks during Covid that are now permanent If you can find an alternative carrier on the same route choose them rather than BA Sadly on my route BA have a monopoly\xa0',

' \xa0\xa0As always when I fly BA it was a total shambles I was booked Manchester London Madrid BA first leg and Iberia 2nd I try wherever possible to avoid BA however the Manchester London was late however I ran for my IB flight and got to B gates just as boarding started being Group 1 I went to board and the gate sounded an alarm BA had removed me from the IB flight to a BA flight 3 hours later As BA had reissued the ticket IB could not put me back on the flight so 3 hours wasted because of BA's total incompetence This airline is a total disgrace the crew were not nice typical BA crew oh im so fabulous I dont need to be nice to paying passengers club europe cramped and terrible food ',

' First time using BA business class but we were pleased with the service received No one was waiting at check in bag drop and through security in 2 minutes We used the lounge i

n the b gates area which we found quiet with plenty of food and drink on offer Boarding was quick and the cabin was on a 1x2x1 layout with 12 seats although there was a larger bc cabin behind that had about 30 seats Again food and drinks were plenty full and good quality Service from the cabin crew was excellent and the cabin manager Lauren even made up a birthday card when she found out it was my wife's special birthday Departed early and arrived at JFK early as well The only thing that I disliked was paying £117 each to select our seats and no free wifi',

'Not Extremely rude ground service We were nonrev flying and London was our connection layover Gate agent was extremely rude and forced me to check my carry on suitcase with the explanation that it was "oversized" However when I put it in the sizer it fit perfectly without force The plane was not fully booked and had lots of room overhead The gate agent was insistent and rushed us with no regard for the fact that we would have to redo security in order to get our bags again as we were switching airlines and needed to carry them on due to our nonrev status The flight itself was good attendants were polite and helpful No complains there Just extremely unhappy with the gate agent service I understand that it is not a pleasant job and frankly I would not be enjoyed to work there either but that does not explain why we had to be inconvenienced with no fair explanation or attention',

' My son and I flew to Geneva last Sunday for a skiing holiday in Les Arc The flight was cancelled moments prior to boarding and we were transferred to a flight departing three and a half hours later that then got delayed by a further three hours They didn't load any food on to the plane and forgot to load the baggage for all the business class passengers who had been on the earlier flight Problems happen it's a complex operation What is totally unacceptable is the service one receives when there is a problem The offshore call centres are unhelpful and obstructive wanting to fob off issues by getting the customer to call special help lines that merely refer one to a webpage and then cut off The web pages are often unable to give information as they are not updated and often refuse to update your inputs at this time please try again later There is no access to people that are willing to help empowered to help or actually move a situation forwards in any way We've been sitting in a hotel waiting for the bag to arrive for two and a half days unable to ski due to our entire wardrobes being in the cases The outdated luggage tracking system had the suitcase in Geneva 2 days ago where it sat with no one willing to step up and get it delivered What an incredibly heartless and incompetent company

ny ',

' For the price paid bought during a sale it was a decent experience although the club class business class seats offer no more legroom than economy class using shorthaul fleet on a 4 hour flight Fast track through security was not honored The lounge at Istanbul airport was overcrowded as it is also open to the public who can pay for usage causing a long queue for entry which was badly organised Boarding was smooth cabin crew were friendly but their service was hit and miss Eg Some people got a "welcome" and some didn't Half of the cabin was automatically offered coffee after dinner but not the other half However drinks were replenished generously and regularly and the meal was good with a choice of three mains from the menu',

' Flight left on time and arrived over half an hour earlier than scheduled thanks to strong tail winds The flight was full but no catering had been loaded for economy passenger at Heathrow so for 3 and a half hours we only had a small bottle of water and a small packet of corn snacks Nothing at all available to even buy to eat Worse than a lowcost carrier experience in this sense One of the light panels overhead the seats towards the back of the plane was broken and loose and just hanging above the unfortunate passengers head for the whole flight poor maintenance of cabin I would choose another airline on this route in the future as one of their competitors offers full meal service on this route even in the economy cabin',

' Very Poor Business class product BA is not even close to the other airline leaders Which ever way they sell the seat on a 777 it is a 242 layout The cabin feels and is very cramped The food in business class is economy quality just served in a china dish However the price of course is at premier levels The only positive of the whole flight and return were the cabin crew who were fantastic I felt genuinely sorry for them having to try and flog such a poor product Would I fly BA business again only if there were no other options and I had no choice',

'Not This review is for LHRSYDLHR BA015 and BA016 Business class had a 121 configuration on 777 giving space privacy and easy aisle access Seat reclines into comfortable flat bed Good quality pillow and duvet Privacy with sliding door Good storage space around the seat and charging point Flights on time no delays Gluten free meals were very poor in quality and presentation Warm processed meat between two bland slices of GF bread apparently is a business class breakfast On two sectors the main course no choice offered was bland fish which was served in a single small tray covered with foil in business class Condensation had formed as the d

ish was reheated probably from chilled so the offering was sitting in a weak watery liquid One crew member appeared genuinely apologetic as they meekly served one meal Do BA also serve the same GF offering in economy economy plus and first on a long haul flight My advice if GF take your own food or dine in the lounge if you are in the care of BA for 24 hours My travelling companion had very good regular meals or so they told me with a choice of main course on the same flights Crew gave the impression that they were doing a job covering the basics and rather than welcoming and engaging Usual hospitality industry waffle about service but little of substance delivered',

'Absolutely pathetic business class product BA is not even remotely competitive with other International airlines in the business class market With old outdated 8 across seating no I did not make a typing mistake you either have to climb across someone or someone has to climb across you to gain aisle access The crew must also hate this layout since they have to reach through little window openings to provide service to passengers in the 2 center seats BA like most other Europeanbased airlines does not have a factual IntraEuropean business class product even though they promote sell business class IntraEurope flights feature the same 33 seating throughout the aircraft the only difference being the middle seat is left empty in business class passengers get a meal drinks but this does not justify the higher cost BAs TransAtlantic business class product is only slightly better because of the narrow 8 across seating The biggest surprise on both the LISLHR LHRIAH flights was that BA has in fact substantially improved their food quality Shocking Unfortunately it is served in the WORST business class configurations of ANY International airline I have flown The entertainment system small screens my laptop screen is twice the size is like an airline offering 2 decades ago The flight crew was pleasant perfunctory which is about the best one can expect from a BA crew BA will simply never match the quality of carriers like Singapore Emirates Qatar Etihad EVA ANA Japan Air New Zealand Qantas or many others BA can compete with USbased airlines like Delta American United which are also not even in the same Universe in terms of a highquality business class product One of the biggest slaps in the face is that BA expects business class passengers to pay to select seats even though they have paid thousands of dollars to fly business class Several hundred US dollars for TransAtlantic flights Only if you wait until 24 hours before flight time are you allowed to select a seat at no cost Certainly another BA Management decision that was made without a functioning brain',

'Not Overall not bad Staff look tired and overworked trying their best Weird seats I was in 21G going and 21D going home The buttons to press for the seat recline are so stiff I had to get help on both flights to get them to work There is another button also very stiff to bring the "leg rest" out This is an awkward thing which doesn't come up far enough to be of any use at all for your legs but just obstructs your feet really Again I had to get help to activate the very stiff buttons At one point the lady next to me was pressing the buttons for me while I tried to recline sit up or put the "leg rest" back We gave up and called the flight attendant who also had trouble BA please give this some maintenance Food only one out of three menu choices available by the time it got to me in Premium Ec It was pasta and was not too bad A Christmas Turkey Dinner was offered but why not load more if it is so popular that it is not available 10 minutes into the meal service "Breakfast" was an unidentified soggy pastry thing in a cardboard tube It was disgusting same offered on return journey A cold pastry and fruit would be so much nicer The tea and coffee was hot at least Overall I would say Air Canada provides a much superior Premium Ec service than BA I won't choose BA again',

'This was our first flight with British Airways in over 13 years and as usual I couldn't fault them As we were connecting we had little interaction with ground staff staff in the lounge were friendly and helpful Cabin crew on the flight were great very welcoming and friendly Our meals were delicious no shortage of drinks being offered The seats were economy seats with the middle row blocked off and some recline We arrived into Stockholm a little early through a snow shower which was a nice welcome back to Stockholm Bags checked in at JFK were delivered safely within 20 mins of arriving',

'I recently encountered a highly disappointing experience with British Airways specifically regarding their customer service After my initial flight leg was canceled I was rebooked with a connection at London Heathrow reduced to a mere 1 hour and 30 minutes Realizing the impracticality of this I promptly contacted British Airways within 10 minutes to request a more reasonable layover of 34 hours Shockingly the customer support representative flatly refused citing an inability to change my flight Despite explaining the logistical challenges of a short layover and a terminal change requiring additional security procedures I received no assistance To add to the frustration the representative inaccurately noted on my account that I was presented with multiple options during our conversation Moreover the use of military time format and the lack of initial options provided only e

xacerbated the communication issues Both phone and email support proved equally incompetent and I was informed that customer service is outsourced to India allegedly contributing to the subpar service This experience has left me not only struggling to rebook my flight but also with a strong resolve to avoid British Airways in the future The lack of assistance blameshifting and overall incompetence in customer service make it my worst experience yet I strongly advise others to steer clear of British Airways and their appalling customer service',

'Not Beware BA dont provide any refund due to a very serious medical reason My father was diagnosed with a severe heart defect a couple of weeks before his flight date and B A refused to give any refund as this was not a good enough reason We sent them a medical note from his doctor saying he is unfit to travel due to potential heart failure and needs to have heart surgery as soon as possible and the operator totally dismissed it They said only thing they can do is change the travel date within a year Heart surgery recovery takes months and its highly unlikely that he will be able to travel within the year meaning he would lose his ticket and money They said they cant do anything to help not even change the name on the ticket so someone else can use the tickets The most ridiculous thing Ive heard',

' Check in was chaotic and badly organised Even though there were two desks one for premium and one economy there ended up being just one queue in front of the premium check in even though most passengers in it were economy That meant that those travelling in club or with higher status had no separate queue to join Whilst I was waiting in line another passenger went up to query and we ended up forming a new line in front of the economy check in desk for premium passengers unnecessarily badly organised the staff in charge should be retrained Security at the airport was very quick and through to the lounge This is a generic airport lounge for all airlines and it is actually quite good overall Nice layout and seating options reasonable food and drink options and an outdoor terrace which is really nice Boarding was very well organised although quite slow to get everyone on board but the flight was probably only half full and we still departed early so I think they felt no rush and it actually made the boarding experience nicer and more relaxed On board the club Europe seats are fine by European business standards although as previously commented are really not very good overall the meal service was disappointing As is normal BA do not stock enough of the proper meal option when the options are so limited and varied in quality BA really should stock enough for everyone to have the good meal Sadly th

ey had run out by the time they got to me so I had the option of vegetarian sausage or a salad I wanted a hot meal so went for the sausage and I can honestly say it was one of the most disgusting onboard meals I've ever had in any cabin class rolling some mush similar consistency to mashed potato into a sausage shape does not make it a sausage BA you need to improve the meal options make the vegetarian meal something you specifically have to request in advance and offer all passengers a choice of two decent meals then people will not be left with such a substandard alternative when their first choice runs out Whilst I hadn't planned on using it the on board WiFi was not functioning so was not available to use Overall though the flight was fairly comfortable and the cabin crew were very friendly and efficient I used avios to pay for the flight so it was obviously good value for money for me',

'Not All 4 of our flights were fine in terms of comfort punctuality and service I feel safe with BA and that is my main reason for booking with them even though I could travel with other airlines more directly On our return flight AT LLHR we skipped the evening meal preferring to sleep and we're looking forward to a hearty breakfast prior to arrival at LHR Sadly we were seriously disappointed To serve a chicken sausage in a wrap for a business class breakfast is just unacceptable Does BA actually pay experts to design these breakfasts Low point on an otherwise good trip',

'cNot I had hoped this would be a good review but unfortunately it won't be I flew business class from LHR to PDX on the BA nonstop It was a 787-8 series aircraft The flight attendant specifically mentioned it was eight years old as he recalled flying it when it was brand new The business class seats were abysmal My seat was at the window facing backwards With the divider down which had to be in that position for boarding taxi takeoff and landing I was literally just a few feet away from the person in the aisle seat who was facing forward We both couldn't help but stare at one another It couldn't be avoided It was horrible The service wasn't all that good either The flight attendant did a pre-dinner drink When she came back to ask for my choice for dinner she said none of my selection were left I was a little upset as nothing else appealed to me She then came back later and said the other part of the aircraft had more of the meal selection I wanted I'm not sure why they didn't coordinate that to begin with I was NOT offered any wine or other drink with dinner The meal was put down in front of me and the flight attendant never came back other than to clear the tray Overall this flight was not very good I flew over on American and back on BA and paid 6000 roundtrip I'd fly Ame

ican again My preferred carrier is United or Lufthansa I'll never fly BA again',

' I was going to fly to Frankfurt from Glasgow over London but the flight from London to Frankfurt was cancelled This meant I had to stay overnight in London where I have no accommodation etc As I was rebooked to a flight from London City airport which was more than 2h by train I had to get an uber and then take a hotel for £250 in total London prices I was reassured over the phone that I would get all the money back My flight from London city airport was then cancelled again and rebooked to London Heathrow but two days later I then cancelled that flight and rebooked a new one with Lufthansa as I urgently had to get to work and needed the money I never received the money back for the hotel compensation for cancelled flight 1 compensation for cancelled flight 2 the extra food I had to pay for the uber or the actual cost of the flight I was first transferred 3€ by British Airways They stopped replying to me and told me the issue was weather conditions although other nonBA flights were going I lost over £700 in total and never got compensated for the loss of a work day either It just really feels like they don't care about people Worst service airline ever',

'Much better experience this time around Flew CPT to LHR on a new A350 Checkin was efficient I used the Bidvest lounge at CPT as it is better than BAs lounge Boarding was speedy The new business class club suites are very good Slightly irritating to be directed to the wrong seat 1A instead of 1K which meant that after settling in the passenger in 1A showed up We arranged a seat switch Second time in a row it has happened Why cant BA staff memorise which side of the plane is which and get it right Captains announcement was short and on point Welcome drink was served at the correct temperature ie cold first time ever for me previously BA has always served the welcome champagne warm IFE system was good everything worked as it should Felt slightly cheap that business class passengers have to pay for wifi I did not bother Cocktail was good The nuts came on a cheap plastic tray which was naff other airlines bring out something classier A female flight attendant came to take my order and I asked for Rooibos panacotta and the chicken breast She repeated back to me so you want a P and a C It was such a bizarre thing to say that I misheard I thought she said so you want beef and sea Confusion reigned until she explained to me she had a checklist of passenger orders and they abbreviate to first letters so she was saying P for panacotta and C for chicken But how bizarre to repeat back an order to a passenger in code Why not just say so to confirm panacotta to start and chicken as your main dish like every other restaurant

t airline does in the world The internal coding of food or dering is exactly that internal She even looked irritated at me that I did not understand her jargon first time The food when it came was excellent Much much better than recent flights I read somewhere that BA changed caterer If so it shows The panacotta was superb as was the chicken good restaurant quality The wine was OK to good but definitely not good to excellent I feel that while the food has got better in BA business class the wines have got worse Certainly compared to Air France which I have also flown recently The wine was brought out on time not after I finished eating as it was lass time I flew BA business Cheese was also good and not teeth crackingly cold as last time I had a good nights sleep Plenty of snacks out if you wanted them and they did not run out Breakfast was excellent and the coffee was hot previously it has been lukewarm So all in all a vastly improved service offering The staff seemed rushed off their feet it would not hurt to have an extra flight attendant to look after so many business class seats Overall summary vastly improved passenger proposition It would be 1010 but I deduct a point for showing me to the wrong seat and another point for the bizarre interaction with the female flight attendant who repeated my food order back to me using internal jargon codes',

'Once again a terrible business class experience with BA The flight was delayed by 45 hours The plane was very old with problems with at least 4 of the seats in business class not cleaned properly prior to departure Food was terrible as always with BA and only one choice available from advertised menu As a result of the delay we missed our connecting flight from Heathrow and instead of putting us on the next connection they chose the second last flight of the day which was also delayed by over an hour meaning we had an additional 4 hour delay whilst at Heathrow At no point were we advised about our compensation rights despite asking at check in and connections or provided any vouchers during the delays Having flown Etihad Qatar and Virgin business class equivalents over the last year it is clear to see how big the gulf now is between BA and its rivals ',

' BA A380s are showing their age hopefully they will update the interiors soon because it was a let down especially when the flight lasts 11 hours Cabin crew were good and helpful Dinner was ok but the breakfast was grim On board entertainment was not the latest and seat back USB points didnt work The only upside of BA is that it is only 1 of 2 airlines who fly this route directly and their pricing reflects this if youre prepared to lay over then there are better airlines out there',

' \xa0 \xa0Credit to BA Flew to Singapore recently and also back from Doha to London and both experiences were great Service was fantastic as was the quality of the food entertainment and was left feeling BA have got it together after a few previous below average experiences You definitely notice the difference with the staff on BA Far more approachable and outgoing compared to the cold and corporate middle eastern airline crews Nice one BA for 2 great flights',

' \xa0 \xa0The check in area for premium classes at Gatwick is very nice and there was no queue when I arrived so I was able to drop my bag very quickly Premium security at Gatwick is fine The flight was delayed due to NATS issues but the member of staff on arriving at the lounge let me know of this The lounge is nice and it's very comfortable There was an excellent range of food and drinks All the drinks you would expect Food wise there were sandwiches soup pasta salads fruit Spanish stew as well as turkey and ham pies with mashed potato roasted parsnips and carrots and gravy It was all really good and particularly nice to see so many options Boarding was pretty slow although the gate crew did a good job to keep it well organised and allow priority passengers to board first As has been well documented the onboard experience in terms of seat on BA Europe business is pretty poor but in line with other European carriers sadly That being said the seat is well padded and comfortable and the adjustable headrest is quite good The on board catering was of excellent quality I was lucky to get my preferred option of the roast turkey but several people sat near me weren't as lucky I do understand that meal options may run out but when the meal options are roast turkey with all the trimmings vegetarian cottage pie or a chicken salad you really should be stocking enough for every passenger to get the proper meal Or failing that allow an order in advance service where you then only stock the meals that people want to eat Whilst I fully support the desire to minimise waste both food and cost people really should really be able to get the ideal meal option Unfortunately one of the people affected reacted very badly to this and took it out on the cabin crew which is unacceptable they also lost a bit of perspective about just how serious a situation it actually was The cabin crew were very nice friendly and professional if a little slow but not to the point of detracting from the positive experience I had The ground service at Gran Canaria was pretty poor priority bags clearly meant nothing 95 of bags coming out were not priority mine came out about halfway through bag delivery and demonstrates poor delivery of service and not fulfilling on the service they promise to their customers Overall though it was a very nice flight and having

paid for it using avios and £1 I cannot complain at all',

' The flight took off a little late due to Heathrow congestion but still landed on schedule Boarding was smooth and the onboard service was efficient A small snack was served for free with a bottle of water additional items were available for purchase The cabin and toilets were very clean Overall an unremarkable flight but in a good way',

'BA is great in the air But they sell you connections thru London Heathrow Terminal 5 their private BAonly terminal which you are practically not able to make 90 minutes stopover time European flight inbound transatlantic flight outbound you arrive at the terminal gate ON TIME and book security Endless line slow process Your boarding starts and you are nowhere near the X ray and then it is a train ride withing the same terminal but different distant buildings Almost impossible to make Lots of stress',

' I had broken my leg 2 days before our return flight from Lisbon to London I called to get some assistance from British Airways hoping for wheelchair assistance an easier seat to get to or possibly an upgrade so that I could stretch out my broken leg which was in a cast This airline failed on all fronts Quoted us a price of €6000 each I was traveling with my husband which we could not do Almost didnt let me on the plane trying to interpret my medical report They did not attempt to change our seats which were near the back The single concession they made was to allow me to board 1st but did not offer a wheelchair so I had to swing myself down the aisle to my seat using the arm rests of all 21 rows before my seat as the aisles are not wide enough for crutches Might I add I am nearly 70 Had to exit same way No wheelchair waiting for me at Heathrow had to hop onto bus with crutches to change terminals and nearly took a tumble doing so Took so long to get a wheelchair that they had to hold my connecting flight on another airline for me and we were last to board That flight had allowed us to upgrade to business class for a reasonable price and took great care of me',

'Check in at MIA straightforward BA use American flagship lounge near gate D30 which is excellent Flight delayed but only by 1 hours Boarding chaotic On board staff were fine Seat was fine too but product ageing Post take off service prompt Slept for 6 hours I noticed that in club world BA have ditched rose champagne which is a shame Pre arrival breakfast was ok Slow to deplane Luggage off ok',

' \xa0 \xa0Never I saw such a terrible customer experience The plane landed already 30 minutes late despite any operational delays the boarding took over 1 hour because the crew did not know where to place the luggages After this long 1 hour boarding process the captain did not apologise This

is extremely frustrating when this occurs on a night flight forcing passengers to lose train connections to home',

' Having not flown with BA for a few years I read some of the reviews in preparation needless to say I boarded this flight with low expectations I was pleasantly surprised as the flight was ok We left LHR a few minutes early and arrived at JNB ahead of schedule Cabin crew although not as good as some carriers were attentive and professional Onboard catering was a disappointment as if you were unlucky to miss out on the chicken you were given a very sloppy pasta On board entertainment has never been BAs strong point and sadly that hasn't changed Unfortunately BA is not the prestigious carrier it once was but it's not as bad from my experience as some reviews suggest',

'Dear Community I feel compelled to share the utter frustration and disappointment that defined my recent travel experience with British Airways Buckle up folks this one's a rollercoaster On July 16 and 17 2023 I had the displeasure of flying with British Airways on BA709 and BA7 and let me tell you it was a nightmare The initial flight from Zurich ZRH to London LHR on BA709 faced a seemingly unavoidable one-hour delay upon arrival at LHR This of course resulted in me missing my connection to Tokyo triggering an automatic rescheduling of my flight to Tokyo HND via Beijing with Air China Oh but the fun didn't stop there – flight CA183 was also delayed turning my 16-hour delay into a grand total of 23 hours finally arriving in Tokyo at 2300 instead of the promised 710 And the cherry on top My four checked-in suitcases decided to take a detour and didn't join me in Tokyo forcing me to waste an additional two hours filling out forms at the baggage center I finally got my lost luggage back on July 23 because why make it easy right But wait there's more My return flight from Tokyo to Zurich BA8 on August 8 also danced to the delay tune making me question if punctuality is just a myth for British Airways The cumulative impact of these delays torpedoed my vacation plans stealing a whole day of scheduled activities including a guided Tokyo tour As if that weren't enough I had to dig deeper into my pockets for unforeseen expenses—extra airport transfers tour operator assistance fees emergency purchases airport meals and international calls for rearrangements The lack of assistance at LHR airport was the icing on this bitter cake Installing the BA app just to get basic information about alternative connection flights was a hassle and the fact that no BA clerk could provide this info in person was downright infuriating British Airways you've left me with a sour taste in my mouth and a dent in my wallet Here's hoping you take this feedback seriously and step up your game because right now it's not a

good look Frustrated and fed up Bert',

' Quick bag drop at First Wing but too many passengers so had to use fast track security in main terminal Direct entry to Concorde room outside security south Ate excellent breakfast which was served promptly Concorde room is a nice place to wait for a flight there is some interesting memorabilia and an excellent bar Boarding from c gates was disorganised and slow On board cabin crew excellent Good choice of beverages and these were of high quality Food was good Seat comfortable No first bedding provided On time arrival into Miami Baggage took 1 hour to arrive',

' 4 Hours before takeoff we received a Mail stating a cryptic message that there are disruptions to be expected as there is a limit on how many planes can leave at the same time So did the capacity of the Heathrow Airport really hit British Airways by surprise 4h before departure Anyhow we took the one hour delay so what but then we have been forced to check in our Hand luggage I travel only with hand luggage to avoid waiting for the ultra slow processing of the checked in luggage Overall 2h later at home than planned with really no reason just due to incompetent people Service level far worse than Ryanair and triple the price Really never again Thanks for nothing',

' I recently had a delay on British Airways from BRU to LHR that was due to staff shortages They announced that there was a 2 hour holding delay but they would board us immediately in hopes of clearing the gate and leaving early We had to wait the full 2 hours inside the airplane The plane was old dirty had no power at the seats The staff provided a small bag of pretzels and 250ml of water to the passengers for 2 hour delay and 2 hour flight There were no options to purchase food or drink There were no entertainment options available I am a OneWorld emerald elite member but they do not upgrade members based on status First class lounges at Heathrow are overcrowded understaffed and poorly equipped The help desk is completely unhelpful when an error arises with delays and cancellations even when having the top status The Avios points system has been devalued to near worthlessness and requires fees to book reward that nearly equal the price of the revenue ticket British has lost its way in recent years and has moved from a worldclass airline to a budget airline with much worse service and timeliness than Ryanair or EasyJet',

'Not Boarded on time but it took ages to get to the runway due to congestion Flight was smooth and quick Snack and drinks were good for a short flight Landed only about ten minutes late One bag of three left in London forms quickly filled in and the bag was delivered the next morning',

' 5 days before the flight we were advised by BA that it had been cancelled and asked us to rebook. There were flights 1 hour before and 1 hour after our original flight but they made us take one 3 hours earlier. Our original ticket and the return flight a week later included a checked bag. When we arrive at Heathrow to check in we are told our ticket doesn't include a bag and we will have to pay 75 pounds each to take them. We explained that the original ticket had the bags and when they checked the system they confirmed that it did but not this one. They would make no effort to sort it out and just told us to pay up or they would remove us from the flight. So we had no choice but to pay up, thinking it should be pretty easy to get a refund. 15 months and 10 emails later we have still not seen a penny. Every time I ask where my refund is and state how long we have been waiting I get an inane email saying some departments take longer than others to respond. Absolutely hopeless airline to stuff up the booking in the first place and even worse customer service to not even attempt to solve the problem at check in even when they could see the mistake THEY had made in their system compounded by being unable to investigate a very simple claim and refund me 150 pounds in 15 months',

'Not \r\nWe traveled to Lisbon for our dream vacation a cruise to Portugal and Spain. Our friends did not EVER get their luggage. It was a two week cruise. Two weeks without a change of clothes or her CPAP machine. Contacting customer service was a nightmare. We never talked to a real person. Very little effort was put into getting them their bags. In one port we were on the ship and the bags were at the airport. The airlines did not deliver the bags nor did they tell our friends that they needed to go get them. The airline couldn't be bothered to take the bags from the airport to the ship. BA says it is their policy to get you your bags within 72 hours. That is a joke. It's been over two weeks and they still don't have them. They are back home in the US and last they heard the bags were in Lisbon. If you have a choice do not fly British Airways. Customer Service is non-existent',

' Booked a flight from Bucharest to Manchester with a 2h 45' layover at Heathrow. Flight was delayed from Bucharest because of ATC strike. Arrived at Heathrow 40 minutes later than scheduled and still had enough time to catch my connecting flight. Unfortunately we were stranded in the plane and waited a very long time to disembark the plane due to lack of staff or slot shortage. It's a common problem with BA at Heathrow. I missed my connecting flight because of their delays and they told me I had to wait all night in a freezing airport for the first flight the next day. There was just a shameful 10£ food voucher which is a joke considering the ri

diculous prices at LHR No accommodation offered and had to sleep in a very cold airport I asked for compensation and they sent me a long text with the same lame excuses that they are sorry but they will not compensate anything I can't imagine a worst airline than BA regarding customer care It is not about money here but rather than the way they treat customers It is the last time in my lifetime that I will be flying this joke of an airline',

' Booked online months ago and the only hitch was replacement aircraft meaning chosen seats were different I was informed of this prior to departure so could amend Bag drop at MAN T3 wasn't smooth but I suspect that was MAN fault Shuttle boarding was slow and delayed meaning a rush at LHR T5 The flight to CPT was full but we left more or less on time The cabin was clean and PE was what we expected sufficient leg and arm room plus a few little perks with drinks Only complaint is the seats actually recline too far Staff were very good during the first few hours of service especially George Food was quite tasty but one option wasn't loaded Breakfast was also quite tasty and we landed on time The fly in the ointment is both our cases arrived late on the carousel and only later did we notice both had been broken into likely at CPT All in all a pleasant surprise',

' The flight was on time The crew were polite It was the same story on my outward flight I find that BA in Europe is generally pretty good though I regret that they have substituted Prosecco for Champagne on the list of drinks you can buy in economy So many complaints about BA and other airlines revolve around lost luggage that I never check in bags even for long trips',

'Not Angry disappointed and unsatisfied My route was from London to Atlanta My suitcase was not boarded therefore not landed with me For both comfort and safety reason a bag always fly with its passenger and that did not happen Claims and few phone calls were made by desk assistants who answered my questions unprofessionally and miserably Certainly I was left with nothing but my backpack which contained not more than few snacks Neither clothes nor anything else was ever provided as an apology Meanwhile I was also told that my bag would have been delivered through the next 24 hours which also did not happen British Airways is a great airline to fly with but its organization when it comes to customer service is poor and uncertain Still waiting for my bag',

' As an infrequent flyer British Airways was always my first choice With some reassurance and comfort of service quality luggage allowance etc In fact I've never flown with the budget airlines My most recent flight has now changed my view and causes me to reflect on what am I actually getting f

or my money and is BA what they once were While the flights were around an hour delayed both ways the cabin and ground staff service were ok It is the facilities or lack of that I am most disappointed by The flight was Approx 4 and a half hours and the only thing offered was a half cup of water that was poured out and a bite sized banana slice of cake I n fact on my return journey I wasn't even offered the water To top it off BA no longer have a media screen from which y ou can select something to pass the time away There wasn't even the obligatory flight journey The WiFi was poor I coul dn't even access the shop However for a fee so much more wa s available This explains BAs record profit of £152bn So th e question is what am I paying for I will now for sure opt for the budget airlines They are transparent with what they offer and what you have to pay for which I can decide to ch oose or not As BA now stands for Basic Airways I'll go else where and get basic for cheaper',

'Not A totally unremarkable flight on time as comfortab le as European configuration goes No catering due to the st orm effect greatly exaggerated This was advised by email a nd a euro 15 was provided not easy to use but lounge made up for this loss',

' 1 Ground crew in Heathrow left 60 passengers luggage We had 3 bags 2 The Heathrow ground crew left 1 of ours behind after the 1st two were received the next day 3 The Heathrow ground crew lost our 3rd bag 4 times and we were on the pho ne with them for over 3 hrs over the course of the week 4 D ue to this we had to spend 500 on health and beauty items f or my wife on our cruise 5 British Airways said they MIGHT reimburse after 3 months 6 We had to spend 100 in cab fare to Barcelona because the Bcelona ground crew Iberia claime d they had delivered it to us 7 Heathrow ground crew made u s 15 minutes late arriving back into Heathrow after our cru ise We actually landed 10 minutes early but those incompet e nt people still were not ready for us 8 The Heathrow ground crew caused us to leave 45 minutes late even though ALL pas sengers were boarded and ready 15 minutes before the depart ure time This will probably mean we will miss our connectio n in Anchorage BA clearly does not care or know how to oper ate a ground baseshameful BA is a joke and should be embarr assed they cant operate like a normal airline They do not g rasp the concept that even a small hiccup can cause mass ri pples of chaos to other people',

' London Heathrow to Gibraltar on 24th October 2023 I shal l start by reference to the booking process I used the BA w ebsite to reserve the seat and food the website to be easy to use and clear in every aspect The flight was due to depa rt from terminal 3 but the passengers were bussed for a goo

d 15 minutes to a different part of the airport where the aircraft was on a stand When boarding the flight the cabin crew kept a very low profile and this was maintained during the entire flight The captain made 3 brief announcements during the flight There was no inflight entertainment The seats were clean and comfortable enough for a short flight The lack of catering was overt Other than a tiny bottle of water and an inedible "breakfast bar" one had to use an online system to order even a drink and of course pay for it too The passengers next to me could not use the online system as it does not seem to work and the cabin refused to sell them a coffee because of this fault Moreover the USB charge points did not work either Given the early hour of the flight it is a poor show that there are not even for sale items available from a trolley service The system BA have in place is not good enough The flight arrived ontime The disembarkation was inefficient though and poorly managed and the crew were not to be seen The crew were wearing the new BA uniform and it seems to reflect a downward trend of the airline To be candid there was any difference between this BA service and that of so-called "budget" rivals On this route BA have a monopoly and so I did not have an option to use the services of a different company',

'First time flying British Airways and I would not hesitate to fly economy with them again Flight attendants were pleasant and efficient Excellent special meal low sodium Comfortable space in economy One of my better flights',

'Not I flew London to Cairo and return in October 2023 It was basically a perfectly good pair of flights in Economy with pleasant and professional cabin crew especially on the return journey Being only 173 m tall I have no problem with legroom in the back of the plane the seat was OK if getting a little numbing after 5 hours and the return of a rather good included snack box and drinks was welcome However it must be said that the value for money was poor with a checked bag on the return leg only this was a nearly £700 ticket And although I am content to pass the time by reading or sleeping it was surprising to find no inflight entertainment on 5-hour flights However overall I would still recommend BA and would do so even more enthusiastically if it was more sensibly priced',

'Not Absolutely the worst experience ever Flew into Heathrow no problem Waited for 5 hours three extra hours for our connection to Porto then they cancelled the flight Scrambled for a hotel and a new flight the next day They routed us through Madrid the next morning That flight was 15 hours late so we missed our connection to Porto Because we missed the connection their fault they cancelled our return flight

s After two hours on the phone with customer service from the Madrid airport they booked us a new return flight then they made us pay 1300 to fly from Madrid to Porto Then for no reason they cancelled our return flight again After hours and hours and hours with customer service we finally got a return flight five days after our original return flight Meanwhile they lost my wifes luggage We finally got 15 DAYS after they lost it Return flight More problems with our reservations At no point was British Airways helpful They left the onus on us to fix their mistakes at every turn They completely ruined a three week vacation and they dont care They wouldnt even let us speak to a supervisor or manager Awful bordering on passenger abuse',

'Not Flew back from Malta after scattering our sons ashes at his favourite spots When we boarded the aircraft for our return flight my wife became upset A member of the cabin crew noticed this and immediately spoke to my wife and tried to reassure her Her name is Tracey an exceptional crew member I noticed she spoke to other travellers in a courteous manner and was friendly Each time she passed my wife she asked how she was and would she like anything This kindness made a difficult time easier for us both Aircraft seats were comfortable and service good for a 2hrs 45mins flight Thank you BA',

'Not Cabin luggage had to go to cargo even when I said I carried medicines There was no time to get them out the hand luggage The economy seats with Virgin Atlantic KLM and even Ryanair have more space Luckily it was a short flight',

' I have been using BA for a while now and on average I cannot say that I am pretty satisfied BA somehow experience cancellations and delays most of the time Second the inflight service is usually weak Food portions are small and cabin crew is not very helpful especially when it comes to drink requests The screens in the A380s should be renewed as they are full of scratches and same size as A321s Especially in longer flights the entertainment system becomes more important There is also no welcome package except for pillow and small blanket I would expect more from BA If you are flying from the US to anywhere except the UK I would recommend considering other airlines But if you are flying to/from UK directly then BA could be one of your choices',

' I flew from Istanbul to London in Business class For more than half of the flight a child was watching an iPad very loud with no phones plugged in it was three rows in front of me and disrupted my flight as I could hear it above my headphones Staff thought this was fine and refused to tell the mom to turn it down Why is this acceptable on a flight especially in business class Has this airline turned into a

zoo Are staff given no training in customer service Why is a child allowed to disrupt other passengers When I told the staff she just laughed at me BA customer service is a disgrace Ive not even mentioned the food but it was bad really bad',

'Not I have flown on BA several times since the airline started nonstop service between Austin TX and London Heathrow Every year the service gets worse I brought a tape measure with me to see how far apart the seats are in the economy section 25½ inches BA has removed bathrooms in order to squeeze a few more rows of seats onto the aircraft Thankfully Im not a big person and was able to squeeze into my seat without being too uncomfortable When BA first started flying out of Austin the food was great Now when I arrive at Heathrow I get real food and take it on the plane with me I dont know where or who makes BAs food but it is not eatable If BA did not have a direct flight from my hometown to London I would fly with a different airline When we checked into Heathrow the line was extremely long and only one person was checking people in It took nearly an hour to get to the counter I understand airlines are making record profits and need to make up lost revenue from the pandemic but I think BA has gone too far and has little concern for customer service in pursuit of profits',

' The flight departed over an hour late due to a late inbound plane The plane was very full and half of the economy class passengers were forced to check in their larger cabin baggage at the gate when boarding making a complete mockery of the hand luggage allowance advertised Lots of passengers on board were stressed out about missing onwards connections due to the delays and some did miss them as their next gates had closed by the time we disembarked at Heathrow Onboard service was ok but minimal BA gave up being a full service airline some time ago More concerning is that trying to get hold of customers services to make changes to bookings and deal with problems was nonexistent The airline seems to make it deliberately hard for its customers to contact it',

' I hate British Airways We get to London on Oct 3 and our next flight is cancelled We stand in line with 1200 other people to get it fixed and they tell everyone to leave the airport and call them to fix They book us the next day via online Dont offer vouchers for hotel we will miss our tour Now trying to get home from Istanbul Plane is here but should have started loading an hour ago No explanations May miss next flight Will never travel with them again Was this same problem April 2022 flight',

' \xa0 \xa0 Our BA flight from Porto to London Heathrow T5

was operated by Finnair using a Finnair plane and crew This had been advised by BA shortly after booking with the option to change flights if we preferred Although the business class cabin was of a similar layout to BA Club Europe ie with the middle seat kept free my wife and I felt the seats were more comfortable and the legroom slightly better Service was good on board and the meal was very tasty we chose the beef cheeks All was good until we landed at Heathrow Although we passed through passport control without delay once we were at the designated baggage reclaim we just waited and waited After an hour and ten minutes I went to the BA baggage counter to ask what was going on They seemed unaware of an issue but said they would find out Over the next hour or so various other passengers also requested information and despite various announcements and a list of different excuses it was almost 2½ hours before the bags finally arrived Frustrating to say the least I subsequently complained to BA but after 4 weeks there has been no explanation just the automated message from customer services 'we are experiencing exceptionally high volumes' This response says a lot',

'The customer services call centres etc are atrocious and sometimes callous They just don't care Long waits to speak to anybody who then have no power to actually solve anything and the calls just cut halfway without resolution anyway If the flights are cancelled as were my original ones you're really left on your own and nobody cares The onboard services are so-so but for short haul it's now "semilow cost" which is confusing as you never know what to expect This time we were given a bottle of water and a very small snack whilst anything else had to be paid for And yet on some other flights apparently you have to preorder any additional food It's confusing which makes it not dependable Cabin baggage is in theory generous compared to competitors in economy but then they asked more than half the passengers on this flight to check in the cabin baggage at the gate due to lack of space in the overhead cabins leading to long boarding delays Their whole offering hasn't been thought through very well The USB power supply did not work throughout the flight contrary to the announcement that the power be available after the seatbelt sign was turned off so it was pointless providing the sockets in the first place Not my first choice airline on this route and am just trying to use up most of my Avios points before I totally abandon them I fail to see how it is deemed a 4 star airline',

' I am a frequent flyer with BA and have been for the last 15 years Having noted the ratings given frankly I cannot understand how BA scores three stars for most aspects of its service In a nutshell BA has placed profit margins over p

passenger appreciation This fact was hammered home on my return leg which was not in Club Europe Quite alarmingly BA appears to place profit over passenger safety by extending its Business Class seating up to and beyond emergency exit rows and then failing to ensure those seated in exit rows have the physical capacity to actually open the door in case of an emergency I was not at all reassured to see an elderly and slightly built woman seated with the responsibility of opening the overwing exit should the need have arisen Shorthaul business Club Europe is simply a joke and only useful for gaining valuable tier points for lounge/preboarding benefits While cabin crew service is excellent the lack of space and reduction in refreshment choices etc places them a million airmiles behind competing airlines such as Qatar Turkish or Emirates who understand the true definition of customer appreciation and hospitality BA has consistently eroded the value of their Executive Club and seems to be of the impression that recent changes in obtaining avios points during the booking process benefit passengers really I want to support BA and did enjoy flying with them up to the point when they started penny pinching and became more deserving of the name Budget Airways The attached photos taken during my most recent itinerary highlight the difference in customer care/appreciation between British Airways and another airline used in this trip Both flights were around 4 hours in duration on the same day Guess which one is shows BA's inflight offering',

'Not Flew with BA to Punta Cana Took the trouble to reserve seats for both outbound and inbound flights On boarding at Gatwick realised we had been moved to much less good seats with other people sitting in the seats we had spent a lot of money reserving Apparently there has been a change of aircraft and a number of passengers had been automatically reallocated seats for no particular reason The crew said there was nothing they could do although of course they could just have swapped us with the couple using our seats We were told to claim a refund on return home We did this via a complaint form As BA offered us £100 in vouchers We didn't accept this as it was less than the cost of the seats and also naturally we wanted our money back We eventually got it but not without a fight Very second rate shoddy airline',

' They downgraded me from business to premium economy They took three months to get back to me and offered me 200 pounds or 400 AUD The difference between business class and premium economy which I never fly is 3000 AUD and the difference between economy and business is 6500 AUD They owe me at least 1500 pounds and to be very fair 3250 pounds The downgrade was insulting and incredibly painful as I had a rece

nt cancer operation and have a back injury which I have pointed out to them I need to lie down The wait for them to get around to me has been numbing The insult of their offer has been the slap in the face to continue my degradation The people I have dealt with at the airport have been down to earth honest hard working people The actual staff on the plane were warm and friendly and helpful The systems under which BA operates are some sort of medieval torture',

' The already delayed aircraft landed and apart from the small BA logo on the rear of the fuselage there was no indication as to whom the carrier really was Boarding turned in to a farce with passenger groups being told to wait in one queue in order to board only to be informed we were on the wrong place and our boarding wasn't allowed yet The interior cabin was reminiscent of a BA cabin from twenty years earlier except the tight legroom and uncomfortable seating which made a budget airline feel luxurious The crew were not BA but from an unknown charter company Service was slow and as usual choices of food to purchase ran out before they'd reached row 24 I requested a cup of tea which never appeared Thank goodness for my airport purchased water and the tiny offering of pretzels The over officious senior flight attendant who'd been facilitating in Club Europe appeared in economy and immediately slammed down the armrests whilst still in mid flight making an already uncomfortable journey feel worse Cattle class was definitely that To say I was happy to land and disembark was an understatement Never again BA never again',

' \xa0 \xa0 Caught up in the Gatwick cancellation fiasco at some point between what was smooth check in unable to do online as part of group travel and security the flight was cancelled we were denied entry to security and departures as a result It was at this point that we discovered BA Gatwick are not BA but a masquerade who are unable to help and and provide very little assistance unless the real BA provide information and even though our baggage was now airside didn't have a clue as to how we could get it back It is however with thanks to a supervisor from Business Class check in who came to our assistance and help with our predicament baggage retrieval information on what to claim and how and our revised BA flight from LHR the following evening Difficult to give a rating for cabin service as we didn't even board the aircraft',

' \xa0 \xa0 BA has a real problem with boarding its flights Those who get on first fill the luggage bins with 2 bags one of which is supposed to be small and under seat only Cabin staff don't bother implementing their own rules Subsequent passengers mill up and down the aisle bumping into each

other searching for space Boarding this flight took an hour as a result of this nonsense The incoming flight was late already so our 90 minute flight was 90 minutes late',

'Our connecting flight from London to Glasgow was canceled and we were forced to wait 12 hours in the airport for a new flight When we received our luggage at Glasgow we discovered that our luggage was soaking wet My wife's luggage contents were wet and had to be air dried',

' The worst airline I have ever flown with Allocated the very back row next to the toilets and galley No chance of getting any sleep question asked of possible seat movement ignored and getting bumped the entire time by cabin crew walking or pushing kart up and down aisle without one apology Would have been better sitting in the luggage compartment',

' Excellent service levels proactive crew and superb food and beverages I found all aspects of the service to be superior to BA business class even the new BA Club Suites First Class felt exclusive the dedicated crew were clearly used to working the premium cabin enjoying their work were proactive friendly very respectful and the food and beverage offering a considerable step up from business class The seat with sliding double doors was spacious well designed and very comfortable British Airways offered a solid First Class service from Concorde Lounge to boarding which was actually beyond group number for a change to the very warm and genuine welcome on boarding A consistent solid comfortable service from start to finish and if the price was right I would not hesitate to book First Class with British Airways again',

'Not Booked a very special holiday for me and my partner September arrived and we were on our way to lovely South of France Booked Business Class for us both to start the holiday right As we were checking I was told the flight was over booked and our seats wouldn't print onto the ticket for some reason We had already made sure the seats were booked when we had booked the flights nearly a year prior to going Unfortunately when we arrived at the gate we were then told we would no longer be sat together and one of us would in fact have to go into economy My girlfriend is an extremely nervous flyer and so had to take extra tablets to remain calm She didn't have any food which we had pre booked also and she was sat right down the bottom end of the flight We were held at the gate with another 4 or 5 couples all in the same predicament all due to the lovely money grabbing British Airways over booking the flight They ended up refusing passengers in the end and even had people sat on the fold down chairs in the toilet area When we eventually arrived in France late we was waiting for our luggage to come Our airtags stated that both our cases was in fact still in Heathrow We

then had to wait 4 days for them to eventually come into France by this point our holiday was ruined British Airways was absolutely shocking we couldn't speak to anyone as all the phone numbers were no longer in use We felt stranded in a foreign country with no clothes and no one to help use with what to do next Every day we watched them case not moved as we were tracking with air tags it was so frustrating not being able to plan our days in hope we would get the call to then drive all the way back to the air port 2 hours each way to collect our cases we ended up going out and buying new clothes toiletries and all the stuff to make the best of our ruined holiday saving all the receipts thinking we would be able to claim it all back how wrong I was British Airways take zero responsibility and fob me off with going through my insurance British Airways only pay for basic essentials Pants and toothpaste I filed a complaint when I got back and requested my money back for business class and they haven't even had the decency to even respond They are an absolute joke of a company and I wish they would remove British out of their name because there is nothing British about them Do not give them your money they can't even look after their staff let alone customers Oh and don't bother trying to cancel your flight either as they just take all of your money off you and give you nothing back',

'Not Just returned from Chicago flew out 10 days ago on American Airlines absolutely superb in every way had high expectations on return flight with BA\u2028What a disappointment\u2028The Airbus A380 may be nice from a pilot's perspective but as a passenger it was awful\u2028Very uncomfortable seats the inflight entertainment and flight tracker failed to work throughout the flight the inflight meal was inedible and the service was mediocre at best Our short flight from Heathrow to Manchester was much improved very welcoming and attentive in flight staff and the flight even arrived early In future we will travel with one of the American carriers ',

' BA standards continue to decline every time I fly with them This time a 45 min late departure which seems the norm for BA and no information from the rude and clueless boarding gate staff The Club lounge was overcrowded dirty and grubby and cleaning staff could not cope How many more cutbacks is BA going to apply before they become truly low cost As a 35 year veteran user of BA while people complained of Alex Cruz cutting costs the past 3 years has seen them decline very quickly under their latest CEO One reads the occasional article about BA improving things but I have yet to see anything substantive There seem to be few British staff left amongst the cabin crew so maybe time for a name change and

give the flag carrier status to a proper lowcost and sadly the staff service has declined year on year Onboard the catering remains poor and surprised that DoCo can produce such rubbish meals when I have sampled their Turkish Airlines equivalent in August that was superb guessing BA are too tight with their budget Onboard WiFi service is a joke and should be avoided',

'Not Awful Business class check in queue just as long as for economy probably because half of the desks were not staffed and Terminal 5 is chaotic Business lounge overfull couldnt get seats Delayed flight unmanaged chaos at the gate No drink on boarding first drink served an hour after takeoff The meal was poor used to get better in economy on other airlines British Airways has won the race to the bottom of the cheapskate stakes Not looking forward to the flight home',

' Not a reliable airline You cannot trust the timing at all I had a 645am flight boarding was on time but then we are sitting in the plane for already 15 hours and the expected departure is still not clear They have discovered the engine is not working I am risking to be late for a business meeting in Geneva How come they bring a not working plane to the gate The funny thing is that I had another business trip in spring 2023 also with BA to Amsterdam When I arrived to the Airport that time I was told I dont have a seat I was put on the next flight in several hours which should have got me to the business meeting late but still not too much A lot of stress In the end on the second plane we were sitting in the cabin for 15 hours and I have missed the meeting I thought it was a dramatic unlucky case that time but today I see its routine for BA not to fly on time',

' I take comfort in reading the last ten or so reviews to see Im not the only traveller to put in words how absolutely abysmal British Airways are The only reason we are stuck using this awful airline is to use up points We booked Club Europe months ago London to Athens sat in row 3 and told they had run out of food options only choice was lentil pie or green curry Returning Athens to London Club Europe Couldnt check in online as promised so arrived at the airport 3hrs early To be told they had overbooked the flight and basically we were being bumped to economy This airline fails to deliver time and time again It is a national disgrace and I implore everyone to choose an alternative ',

' The worst journey in my life The connection time at LHR was only 1 hour but the flight from MXP was on delay I had to rush to change terminal by train and arrived risking a heart attack After that the plane just stayed there for another 40 minutes Despite that upon arrival at SJC my baggage

was lost I filled the form and gave to the employee I was not given any receipt so I did not have any reference number BA phone number at SJC simply never answer I called twice the toll free number and realized they did not record the delivery address I had to enter myself online dealing with a shitty website They delivered the baggage three days later I claimed for compensation online as I had to buy clothes and other stuff and I did never get a receipt I was expecting an upgrade for the flight back to MXP but nothing happened neither they allowed me to enter BA lounge at SJC Bad customer service The only positive side was price but obviously this cannot justify this treatment and if I knew I would never flown by BA Never again',

'The airplanes and the lounges are worn out old and broken From Dallas to Heathrow multiple first class seating and electronics were non functional and poorly designed The first class seating from Heathrow to Dubrovnik was nothing more than a tray blocking the middle seat of a standard coach ticket Very disappointed',

'One of the worst experiences on the worst airline The flight was delayed due to earlier technical issues The time slipped from 1700 to 2000 to 2200 and finally cancelled There was zero information given Despite paying well over the odds for business class we were booted out of the BA lounge two hours before the flight When it was finally cancelled the BA staff Without explanation told everyone to go to a gate After another hour or so they made us re enter the UK via passport control a further 40 minute wait By now the airport was closing and there was no sign of our bags or any help from BA A passing Gatwick engineer finally helped us locate the bags BA completely washed their hands of us and in contravention of CAA rules refused to find us accommodation Many slept in a bus stop overnight There were people with young children who couldn't find somewhere to stay and yet BA had closed down and left The following day the replacement flight was also late and due to an admin mistake had no catering or liquids for a 2 12 hr flight Overall the service was shockingly bad the worst I have experienced from any airline I will not ever use them again',

' Cancelled our flight lastminute then moved us onto a flight 2 days later operated by Japan Airlines We had paid a lot extra for extra legroom seats as I am very tall and they assigned me a middle seat deep in the middle of the plane Because it was operated by a different airline but booked by BA neither BA nor the other airline could change my seat over the phone despite seats being available After 4 hours of waiting in queues and sitting on hold their solution was for me to arrive early at the airport I did but the seats had

already been given away for free by people who had booked directly with that airline and could check in online I got a £10 meal voucher as compensation for this enormous downgrade on a 14 hour flight Never again will I fly BA I would rather fly indirect with better airlines than use this disgrace of an airline again',

'I had a flight from Miami Florida to Dublin Ireland via Londons Heathrow airport The outbound flight from Miami was delayed and we were further delayed when our gate was occupied when we arrived in Heathrow The total delay was roughly an hour but it was enough to make our connection a challenge where we had 73 minutes between original arrival time until the departure time to Dublin When we headed to our connection flight we were stopped by security personnel at a checkpoint and told us that the gate to our connection flight had already closed This was twenty minutes prior to departure time They ushered us to customer service to be rebooked Given the busy weekend of travel we were rebooked on a flight at a different airport and were told that our cost to get there would be reimbursed We then waited 3 hours for our luggage and then took a cab to Londons City Airport The cab fare was roughly 500 When I filed a claim with British Airways they refused the claim and told me that we had plenty of time to make our connecting flight and therefore they denied my claim to be reimbursed for the cab fare This is after I explained that it was British Airways employees who ushered us to rebook the flight despite the 20 minute timeframe to make the connecting flight The person who rebooked us told us it was policy that they close the gate 20 minutes prior to departure I will never fly this awful airline again Given the other feedback on this site it appears that that is the overwhelming sentiment',

' We started our day with BA in Prague The flight actually left on time I came to find out that's very unusual We purchased business class seats As you can see from the picture they hardly were business class All they did was block off the middle seat in the first few rows and called it business class Horrible flight In addition I had a really rude rude check in clerk basically yell at me when I excused myself and asked if she could give a little bit of priority to the many business class passengers who weren't being served Then we got to Heathrow and the real fun began We had a 4 hour delay They gave us about 5 different excuses for the delay I had a few employees walk away while I was asking them questions They were very rude At one point there were no employees left And from the announcements it seems virtually every BA flight was delayed And there were no weather issues There was no place to comfortably store items in business class

ass I've never experienced that before Not even a cup holder for my bottle of water The seat controls didn't work well You had to keep pushing the buttons to get them to do anything The power outlet didn't work There was no internet the entire flight The overhead luggage bin was too heavy I almost got a hernia having to close it This is a horrible airline I'll never fly with them again If I could give zero stars I would',

' I fly British Airways weekly not because I want to but because they own the route there's no other option therefore they frankly don't have to care about the customer The flights are always delayed and it's always someone else's fault be it weather delays to incoming aircraft or flight traffic control issues I've heard it all and for the life of me can not understand why they are allowed to operate I've been around the world and traveled with all of the world's airlines but British Airways are really the worst of the worst It's such a shame to have watched what used to be a good company fall down a cliff My advice is if you have an option to fly with anyone else then exercise the option but if you're flying with different connections and you have a tight schedule do not expect BA to get you to your destination in time',

'Not Everything was ok until our connecting flight in London just before take off we were on the runway the pilot came on to announce an engine problem After engineers tried to fix it while we waited on the plane for over an hour we were finally told that we would have to be evacuated and rebooked for another flight but not to worry because a special crew was waiting for us on the ground to help us and set us up in a hotel except that there was no one to help us In fact everyone refused to help us It was Saturday almost 8pm and they just wanted to go home Anyone with a connecting flight couldn't rebook on the application because the app wouldn't disassociate our first flight with the connecting one in London and the staff saw this but still refused to help us They gave us a phone number but there was only a message that said just to use the app Finally I got someone on the phone who rebooked us for the next day Now it's 1030pm and I have to find a hotel room because the airline refused also to help us with that So I had 2 choices either sleep in the airport or pay over 700GBP for a room I don't have the money to pay for this but after a 10 hour flight 8 hours of jet lag and the insane stress after the fact that no one from British Airways would help us I took the room Of course I claimed reimbursement but that was over 3 weeks ago and I haven't heard anything since so I have no idea when or how much I'll be reimbursed even though I'm not claiming any emotional

compensation from the horrible situation they put me through due to their total indifference Its financially difficult for me right now because the money I had to put out is equal to half my salary and of course its impossible to reach them by phone I feel still as i did on August 26 2023 completely trapped by them and their indifference with no solution or information',

'Not My initial flight was cancelled 8 hours prior the flight Then I was automatically rescheduled for next day Next day the flight was delayed leaving Hamburg and missed my connecting flight to Las Vegas Me and several other passengers spent the night in London British Airways provided us with vouchers but the transfer bus dropped us at the wrong hotel closest to our hotel and told us that we can walk there if we want to As a result I lost two nights hotel reservations that I made in las Vegas I opened a claim and provided all receipts to British Airways to get refund of my hotel reservations but over 5 weeks now not a single feedback from British Airways I will avoid all flights with them in future and will share this story',

'Not We will never fly British Airways again Our flight on July 15 2023 from LHR to LAX was cancelled 20 hours before departure without any explanation Since 8 weeks we are now waiting for the refund and BA does not pay us the cost caused by the cancellation Very disappointing',

'Check in and security clearance very quick at LHR T5 My wife and I used the Galleries North lounge and at 600am it was easy to get a seat Good buffet breakfast options Flight boarded on time and flight departed on time I was seated in 4 A the Club Europe seats on the A320 seem to be getting smaller and legroom I am 6ft was very tight Cabin Crew service was fine I chose the full English breakfast it was ok but there was a lot of water in the bottom of the bowl Flight landed on time Overall an OK flight but Club Europe doesn't feel very premium these days',

'Not British Airways has confirmed itself as the worst airline in the UK Last minute cancellation no explanation refusal to book with another airline "because we don't have an arrangement with them" What's happened to what used to be our national airline',

'Worst BA experience I was supposed to fly out to Italy on 7 September 2023 I arrived at OR Tambo International airport ready to check my bags in I already checked in online the previous evening so I had my boarding pass ready At the counter I was told that I had been offloaded from the flight as my connecting flight has been cancelled No information was sent regarding this beforehand The team at the checkin counter tried to get me on another flight that evening but th

ere were no flights available They did manage to get me another flight the following evening with Lufthansa to Italy via Frankfurt However I did miss the first part of my trip having arrived a day and a half later than I was supposed to Upon moving the flights I did ask the BA staff whether my flights back are still valid and that everything is in order which they assured me is correct I have to fly back to South Africa on 18 September and upon checking my booking information I noticed on my BA account that my first flight Milan to London is just missing from my booking My connecting from London to Johannesburg is still there After spending the entire morning on the customer helpline two different operators picked up and in both instances the moment I proceeded to give my booking reference number my call gets dropped Currently it seems like I will be arriving at the airport again on Monday without a flight',

' My daughter and I were denied boarding on our business class flight from Madrid to Heathrow in March 25 2023 the first leg on our return flight to Victoria Canada No reason was given for the denied boarding by the check in staff at the British Airways counter in Madrid who said they were only agents and told us to call British Airways We were three hours early for the flight and had valid passports After many tries we finally reached British Airways by phone but we were told to call Expedia which had booked the flights Expedia confirmed that we had been bumped from the flight with no explanation as to why Expedia then began a long process of finding alternative flights Over the next 24 hours we had numerous calls with both Expedia and British Airways Incidentally the next available flights were 9 days later on April 3 This was almost unbelievable but after many many tries it was the best we could do Even though these were Business Class tickets Part of the problem was that apparently rules did not allow any changes to routing for any segment of the flight This nine day delay was a major problem for us I had to miss work and my daughter was missing school Further we received no compensation from British Airways no penalty fee and not any reimbursement of our expenses for staying the nine extra days After our return I began the British Airways online complaint process and submitted all supporting documents I received an email reply and a case reference number And then nothing I sent numerous follow up emails and received no replies It is now months later and still I have not heard from British Airways This is shocking and definitely the worst airline service I have received for my thousands of flights over many decades I am a very patient person and this is the first time I have commented on this type of forum I think the public should be made aware of extremely

poor customer service at British Airways',

'Despite boarding being the usual free for all at LHR with groups 13 being called to board all at once Whilst those passengers who had agreed to check in a bag in at the gate getting to board before anyone else However the service on board was impeccable Superb crew friendly attentive interacting with passengers and generally appearing to be enjoying their job Like BA in the old days and at its best Food choice and quality seems to have improved too no beef cheeks thankfully and even the Club kitchen appears to have returned Old style Club seating but is at least better and feels less cramped on the 787s',

'Not Flight cancelled no crew 9th September 2023 not peak holiday period so why such bad management by BA Sent to the gate left standing of over an hour and then flight cancelled As were other on that day Why does BA continue to provide such poor service a national disgrace',

'Not The worst service ever my baggage did not arrive on time Both my flights were delayed I will never fly them again Even the food was bad and your service',

' 44 flights we booked this holiday were delayed about 12 hours No wifi available on 2 of 4 flights Food and drinks very basic and expensive Cannot recommend',

' British Airways has a total lack of respect for its customers I was booked to fly from Frankfurt Main to London City Airport and just a couple of hours before the scheduled departure the flight was suddenly cancelled by BA without explanation when I was already at the airport The worst thing was the utter callousness that staff showed towards customers The ground staff's attitude was that they are merely third party agents not BA employees and therefore they quickly washed their hands of us all telling us we had to contact BA directly via phone if we wanted help They couldn't even provide us a phone number telling us to look it up on bacom So BA abandoned its passengers They did tell us that the BA departure to Heathrow had also been cancelled meaning there would be no further BA flight from Frankfurt to London that day although other airlines were still operating the route but BA refused to rebook us on them The reason given for both cancellations was "technical reasons" No assistance or information was provided on our rights due to cancellation nor any information on help regarding food accommodation help etc Their attitude was literally that the cancellation had nothing to do with them and it was our problem not theirs I received an email an hour later notifying me that I had been automatically rebooked on an alternative flight 24 hours later which wasn't acceptable as I had to get back to London that night I rang BA's call centre and again they showe

d a high degree of callousness 95 of the halfhour call was spent with me waiting on hold with the phone just cutting off after half an hour and no meaningful information given to me by that point There was no attempt by the call operator to call me back when the line cut and I had a solid phone signal and wifi as I was still standing in Terminal 2 of Frankfurt Main airport even though my phone number is listed in my booking contact details They just don't care In the end I had to arrange my own return to London by taking a coach to Hanh airport which was 112km away waiting there for 5 hours and then booking an expensive last minute ticket with Ryanair to Stansted At least that flight operated on time and got me back to London BA is worse than a low cost carrier now',

'London Heathrow to Keflavik Iceland in Business Class on an A321 British Airways provides an unusual Business Class experience for intraEurope flights The seating is similar to most airlines middle seat vacant and little extra space but on British Airways the Business Class cabin extends to almost half the aircraft This makes it less than a premium experience at every step from boarding to onboard The WiFi worked for only half the flight and there are no refunds But when it worked it was surprisingly fast Service on this flight was very good and we got to Keflavik on time',

'Mumbai to London Heathrow in Business Class on an ageing B777200 This aircraft featured the older Club World flatbed seats They are comfortable there is enough storage space around the cubicle and the monitor screen is among the larger ones Ive seen on airplanes BAs new Club Suites are said to be far superior competing with the best Bclass rivals The entire Business Class cabin had just 2 washrooms but it wasn't an issue on this flight since the premier section wasn't at full capacity There was WiFi on board fast enough to even send videos via messaging apps Service onboard was competent but the staff lacked warmth The food was alright and no more The biggest plus of this flight is that it gets out of Bombay at 110 pm in the afternoon instead of the ungodly early morning hours most international flights take off from India The airport experience is far more pleasant at this time In summary British Airways provides a good but not spectacular Business Class product',

'Care and support shocking Written by a previously loyal BA traveller Lies and misleading unprofessional service Told that my flight was cancelled Booked on to next available flight in downgraded cabin from business to premium economy Called to ask why Told technical fault with my original flight My suspicion was another reason At airport check in staff said that not enough crew to staff original flight earli

er in day Why take my money and allow me to book a flight which would have allowed me to get to work as a doctor in the first place How can you trust such an organisation to look after you as a flying customer',

' Flying A380 business class should be a pleasure but BA has made it a disaster with the worst seating and configuration imaginable How could any sane person could jam so many seats into a limited space and expect passengers to be happy Seats are narrower than economy on some airlines and you must face another person until a plastic screen is raised The Tv screens are the size of a medium sized tablet and the controls are behind your head in a sitting position There is no where to put anything except one small pull out drawer at ground level that can not be reached when seated nor accessed when sleeping The window seats and middle seats are accessed by having to jump over a passenger on an aisle seat and the seats are so low that they are hard for elderly to get out of The whole business class set up is a sick joke Eating is difficult because the seat is not close enough to the table and the tables are so flimsy that drinks can fall off Are there any redeeming features the answer is no If you like a little comfort avoid BA like the plague',

' British Airways absolutely does not care My reserved seat was change from an aisle to center seat for this overnight full flight and it was quite awful After enquiring at LAX check in the agent said sorry nothing we can do Onboard the flight the attendants seemed to try and finish the meal service at a racing speed with meals trays passed out with no proper questions about choice Then back and clearing trays and they disappeared to rest in the kitchen for hours after that No water runs if you need anything do not bother with the call bell as they simply ignore it I used to like travelling British Airways 1015 years ago but the bean counters have been in and lowered it close to a lowcost carrier I guess staff are badly paid from their terrible attitude and service My last trip to London was with Delta they are so much better than this very poor excuse of an airline that British Air has now become',

' My recent experience with British Airways was not just horrendous it was an utter abdication of responsibility on their part I arrived at JFK ready for my flight to Malaga only to find it had been cancelled with zero notice After a draining 2hour altercation I was finally placed on a different flight The nightmare continued when I landed in Malaga sans luggage containing essentials for my sons wedding Thirty agonizing hours later the bags showed up—but my brandnew iPad and a special watch for my nephew were missing The items werent merely valuable they had emotional significance w

high made the loss even more gutwrenching Youd think a reputable airline would make amends for such errors Despite the clear mishandling of my baggage by their team they refused to offer any reimbursement or even a modest amount of airline credit Their customer service was not only ineffective but also astonishingly callous Their response was in essence Its your fault for trusting us with your belongings This isnt just poor customer service its a complete disregard for basic human decency and responsibility British Airways had numerous opportunities to right their wrongs and chose not to If you have any respect for your time belongings and emotional wellbeing avoid British Airways at all costs They not only fail to deliver on promises but also refuse to make amends when they err leaving customers to bear the brunt of their incompetence',

' This is to express our displeasure and concerns regarding our flight to Italy Our trip was effectively ruined by the failure of our luggage to arrive with us coupled with the length of time it took for it to eventually reach us 9 and 12 days Our departure dates June 19 2023 Flight BA 294 Chicago to London June 20 rebooked by BA on BA 546 London to Rome All flights were late On arrival in Rome my wife was forced to walk to the checkin desk because our reservation for wheelchair assist from the plane was never transferred by BA She was told by the cabin crew that there was no reservation for her transport Also our checked baggage 2 failed to make the BA rebooked flight from London to Rome BA took 9 days to deliver my bag and 12 days to deliver my wifes I called BA Baggage Claim Services daily I was frequently cut off after waiting on hold for over an hour We had Apple Air tags in both bags and sent pictures showing their exact location to BA Baggage Claim several times After 5 days BA stated that they found my wifes bag but needed to verify ownership Both bags as described had bright pink 4" easily visible tags and brightpink bows Taking 9 and 12 days to deliver them is inexcusable Our return date July 3 BA 553 Rome to London BA 297 London to Chicago All flights were late We arrived in Chicago more than 3 hours late missing our ground transportation to our home in Michigan 3 hours away We had to find a hotel and stay overnight near Chicago On July 12 we filed our expenses for replacement of lost clothing and toiletries also for food purchased at Heathrow due to the flight delay and overnight hotel charges in Chicago After 2 weeks I went online asking for some followup on both cases but have had no response at all from BA We are retirees on fixed income and cannot fund BA's errors I can honestly say that the times I was able to reach a human being they were all courteous and attempted to help but appeared at a loss

' ,
' I flew London to Malaga on 27 August in Club Europe We stood around at Gate B45 in Terminal 5 for over an hour with staff giving very different reasons for the delay late inbound aircraft etc but the plane we boarded had been sitting there for more than an hour After boarding the captain stated that because they had changed planes there would be no meals served This is Club Europe and we received one small packet of crisps throughout the flight No effort to apologise We smelt the hot meal for pilots being heated and then saw it being served to them on a Club Europe meal tray Cabin crew also had warmed pastries and were very quick to use an air freshener in the front galley while customers received zilch BA sent an email the following morning to say sorry nothing else What a complete and utter rip off by an airline that is already cutting back on so many things I paid a full Business class fare did not receive any part of the onboard meal service and they expect an email to be sufficient Avoid BA if you have any other option nowadays they are the worst in Europe',

' I arrived at the airport about 25 hours before takeoff to have more than about time to get checked in go through security etc All that went without any issues Being that I was relatively early at the gate I was one of the first passengers there After some time boarding had opened First the business class got called up then families with children and disabled people A couple minutes into the boarding they started to call up people one by one by name Then there was an announcement they won't let anyone in anymore Me and about fifty other people were still standing at the gate not being let in The reason they said was that the plane was short staffed Later I discovered speaking to a manager that not only the flight was short staffed but also it was overbooked After the announcement people were getting angry because they wouldn't be let in anymore Nothing changed and everyone was sent away I had a connecting flight later that day that I was going to miss because I was not let on the plane First I tried to get my luggage back which I didn't receive immediately but got a hold of later on thanks to the airport personnel Then just like everyone who was going to fly with the same plane I wanted to talk to someone from British Airways Since they don't have a service center at Frankfurt Airport everyone went to the checkin counters where we received food vouchers but not a single person was either able to rebook my or anyone's flight nor get anyone refunded All the staff said was that we were going to receive an email in a couple hours with options to rebook the flight or get a refund I waited four hours for the email at the airport that

did not come until today Trying to call the airline did not help either because they did not answer the phone or hung up in the middle of the conversation After the four hours of waiting for the email me and some other people from the same flight went back to the checkin counter to get a confirmation from them that I will receive a refund Being that there was a new shift the personell did not know what had happened When they scanned my passport and looked at the flight they found out that the system was dying that it was my fault I could not attend the flight It looked like I had missed it For everyone standing there with me it was exactly the same But the people at the counter said they could not do anything about it Later on we were able to speak to the manager after many phone calls he said they were going to take care of it We are supposed to get an email at some point in the future I was not able to get a written confirmation that I will get refunded even after several times asking for it I already flew a lot of times in my life but never ever has such a thing happened to me Not only that me and so many other people were not let into the plane but also the customer service being so horrible that they were not able to rebook or confirm a refund in any way In the end the only option for me to get to my destination would have been to book a last minute flight for a lot of money which I would not know if I ever got it backed',

' Filthy plane cabin staff ok appalling customer service staff who couldn't care less when dealing with a complaint Paid extra for club Europebusiness class Food was poor they gave you wipes to clean your seat area yourself and we were split up so they could accommodate families Not really what you expect when you pay for the extra service Will be cancelling our other bookings we have with BA even if that means we lose our deposit',

' \xa0 \xa0Chaos at Terminal 5 with BA cancellations and delays and staff give different reasons depending on who you ask 9 out 10 answers were lies Sadly BA airport standards at T5 are worse than ever and we are long past being able to use Covid as an excuse As a short haul club Europe trip I expect very little from BA any more and they barely even provide that with cutbacks during Covid that are now permanent If you can find an alternative carrier on the same route choose them rather than BA Sadly on my route BA have a monopoly\xa0',

' \xa0\xa0As always when I fly BA it was a total shambles I was booked Manchester London Madrid BA first leg and Iberia 2nd I try wherever possible to avoid BA however the Manchester London was late however I ran for my IB flight and got to B gates just as boarding started being Group 1 I

went to board and the gate sounded an alarm BA had removed me from the IB flight to a BA flight 3 hours later As BA had reissued the ticket IB could not put me back on the flight so 3 hours wasted because of BA's total incompetence This airline is a total disgrace the crew were not nice typical BA crew oh im so fabulous I dont need to be nice to paying passengers club europe cramped and terrible food ',

' First time using BA business class but we were pleased with the service received No one was waiting at check in bag drop and through security in 2 minutes We used the lounge in the b gates area which we found quiet with plenty of food and drink on offer Boarding was quick and the cabin was on a 1x2x1 layout with 12 seats although there was a larger bc cabin behind that had about 30 seats Again food and drinks were plenty full and good quality Service from the cabin crew was excellent and the cabin manager Lauren even made up a birthday card when she found out it was my wife's special birthday Departed early and arrived at JFK early as well The only thing that I disliked was paying £117 each to select our seats and no free wifi',

'Not Extremely rude ground service We were nonrev flying and London was our connection layover Gate agent was extremely rude and forced me to check my carry on suitcase with the explanation that it was "oversized" However when I put it in the sizer it fit perfectly without force The plane was not fully booked and had lots of room overhead The gate agent was insistent and rushed us with no regard for the fact that we would have to redo security in order to get our bags again as we were switching airlines and needed to carry them on due to our nonrev status The flight itself was good attendants were polite and helpful No complains there Just extremely unhappy with the gate agent service I understand that it is not a pleasant job and frankly I would not be overjoyed to work there either but that does not explain why we had to be inconvenienced with no fair explanation or attention',

' My son and I flew to Geneva last Sunday for a skiing holiday in Les Arc The flight was cancelled moments prior to boarding and we were transferred to a flight departing three and a half hours later that then got delayed by a further three hours They didnt load any food on to the plane and forgot to load the baggage for all the business class passengers who had been on the earlier flight Problems happen its a complex operation What is totally unacceptable is the service one receives when there is a problem The offshore call centres are unhelpful and obstructive wanting to fob off issues by getting the customer to call special help lines that merely refer one to a webpage and then cut off The web page

s are often unable to give information as they are not updated and often refuse to update your inputs at this time please try again later There is no access to people that are willing to help empowered to help or actually move a situation forwards in any way Weve been sitting in a hotel waiting for the bag to arrive for two and a half days unable to ski due to our entire wardrobes being in the cases The outdated luggage tracking system had the suitcase in Geneva 2 days ago where it sat with noone willing to step up and get it delivered What an incredibly heartless and incompetent company',

' For the price paid bought during a sale it was a decent experience although the club class business class seats offer no more legroom than economy class using shorthaul fleet on a 4 hour flight Fast track through security was not honored The lounge at Istanbul airport was overcrowded as it is also open to the public who can pay for usage causing a long queue for entry which was badly organised Boarding was smooth cabin crew were friendly but their service was hit and miss Eg Some people got a "welcome" and some didn't Half of the cabin was automatically offered coffee after dinner but not the other half However drinks were replenished generously and regularly and the meal was good with a choice of three mains from the menu',

' Flight left on time and arrived over half an hour earlier than scheduled thanks to strong tail winds The flight was full but no catering had been loaded for economy passenger at Heathrow so for 3 and a half hours we only had a small bottle of water and a small packet of corn snacks Nothing at all available to even buy to eat Worse than a lowcost carrier experience in this sense One of the light panels overhead the seats towards the back of the plane was broken and loose and just hanging above the unfortunate passengers head for the whole flight poor maintenance of cabin I would choose another airline on this route in the future as one of their competitors offers full meal service on this route even in the economy cabin',

' Very Poor Business class product BA is not even close to the other airline leaders Which ever way they sell the seat on a 777 it is a 242 layout The cabin feels and is very cramped The food in business class is economy quality just served in a china dish However the price of course is at premier levels The only positive of the whole flight and return were the cabin crew who were fantastic I felt genuinely sorry for them having to try and flog such a poor product Would I fly BA business again only if there were no other options and I had no choice',

'Not This review is for LHRSYDLHR BA015 and BA016 Business

ss class had a 121 configuration on 777 giving space privacy and easy aisle access Seat reclines into comfortable flat bed Good quality pillow and duvet Privacy with sliding door Good storage space around the seat and charging point Flights on time no delays Gluten free meals were very poor in quality and presentation Warm processed meat between two bland slices of GF bread apparently is a business class breakfast On two sectors the main course no choice offered was bland fish which was served in a single small tray covered with foil in business class Condensation had formed as the dish was reheated probably from chilled so the offering was sitting in a weak watery liquid One crew member appeared genuinely apologetic as they meekly served one meal Do BA also serve the same GF offering in economy economy plus and first on a long haul flight My advice if GF take your own food or dine in the lounge if you are in the care of BA for 24 hours My travelling companion had very good regular meals or so they told me with a choice of main course on the same flights Crew gave the impression that they were doing a job covering the basics and rather than welcoming and engaging Usual hospitality industry waffle about service but little of substance delivered',

'Absolutely pathetic business class product BA is not even remotely competitive with other International airlines in the business class market With old outdated 8 across seating no I did not make a typing mistake you either have to climb across someone or someone has to climb across you to gain aisle access The crew must also hate this layout since they have to reach through little window openings to provide service to passengers in the 2 center seats BA like most other Europeanbased airlines does not have a factual IntraEuropean business class product even though they promote sell business class IntraEurope flights feature the same 33 seating throughout the aircraft the only difference being the middle seat is left empty in business class passengers get a meal drinks but this does not justify the higher cost BAs TransAtlantic business class product is only slightly better because of the narrow 8 across seating The biggest surprise on both the LISLHR LHRIAH flights was that BA has in fact substantially improved their food quality Shocking Unfortunately it is served in the WORST business class configurations of ANY International airline I have flown The entertainment system small screens my laptop screen is twice the size is like an airline offering 2 decades ago The flight crew was pleasant perfunctory which is about the best one can expect from a BA crew BA will simply never match the quality of carriers like Singapore Emirates Qatar Etihad EVA ANA Japan Air New Zealand Qantas or many others BA can compete

te with USbased airlines like Delta American United which are also not even in the same Universe in terms of a high quality business class product One of the biggest slaps in the face is that BA expects business class passengers to pay to select seats even though they have paid thousands of dollars to fly business class Several hundred US dollars for Transatlantic flights Only if you wait until 24 hours before flight time are you allowed to select a seat at no cost Certainly another BA Management decision that was made without a functioning brain',

'Not Overall not bad Staff look tired and overworked trying their best Weird seats I was in 21G going and 21D going home The buttons to press for the seat recline are so stiff I had to get help on both flights to get them to work There is another button also very stiff to bring the "leg rest" out This is an awkward thing which doesn't come up far enough to be of any use at all for your legs but just obstructs your feet really Again I had to get help to activate the very stiff buttons At one point the lady next to me was pressing the buttons for me while I tried to recline sit up or put the "leg rest" back We gave up and called the flight attendant who also had trouble BA please give this some maintenance Food only one out of three menu choices available by the time it got to me in Premium Ec It was pasta and was not too bad A Christmas Turkey Dinner was offered but why not load more if it is so popular that it is not available 10 minutes into the meal service "Breakfast" was an unidentified soggy pastry thing in a cardboard tube It was disgusting same offered on return journey A cold pastry and fruit would be so much nicer The tea and coffee was hot at least Overall I would say Air Canada provides a much superior Premium Ec service than BA I won't choose BA again',

'This was our first flight with British Airways in over 13 years and as usual I couldn't fault them As we were connecting we had little interaction with ground staff staff in the lounge were friendly and helpful Cabin crew on the flight were great very welcoming and friendly Our meals were delicious no shortage of drinks being offered The seats were economy seats with the middle row blocked off and some recline We arrived into Stockholm a little early through a snow shower which was a nice welcome back to Stockholm Bags checked in at JFK were delivered safely within 20 mins of arriving',

'I recently encountered a highly disappointing experience with British Airways specifically regarding their customer service After my initial flight leg was canceled I was rebooked with a connection at London Heathrow reduced to a mere 1 hour and 30 minutes Realizing the impracticality of this

I promptly contacted British Airways within 10 minutes to request a more reasonable layover of 34 hours Shockingly the customer support representative flatly refused citing an inability to change my flight Despite explaining the logistical challenges of a short layover and a terminal change requiring additional security procedures I received no assistance To add to the frustration the representative inaccurately noted on my account that I was presented with multiple options during our conversation Moreover the use of military time format and the lack of initial options provided only exacerbated the communication issues Both phone and email support proved equally incompetent and I was informed that customer service is outsourced to India allegedly contributing to the subpar service This experience has left me not only struggling to rebook my flight but also with a strong resolve to avoid British Airways in the future The lack of assistance blameshifting and overall incompetence in customer service make it my worst experience yet I strongly advise others to steer clear of British Airways and their appalling customer service',

'Not Beware BA dont provide any refund due to a very serious medical reason My father was diagnosed with a severe heart defect a couple of weeks before his flight date and B A refused to give any refund as this was not a good enough reason We sent them a medical note from his doctor saying he is unfit to travel due to potential heart failure and needs to have heart surgery as soon as possible and the operator totally dismissed it They said only thing they can do is change the travel date within a year Heart surgery recovery takes months and its highly unlikely that he will be able to travel within the year meaning he would lose his ticket and money They said they cant do anything to help not even change the name on the ticket so someone else can use the tickets The most ridiculous thing Ive heard',

' Check in was chaotic and badly organised Even though there were two desks one for premium and one economy there ended up being just one queue in front of the premium check in even though most passengers in it were economy That meant that those travelling in club or with higher status had no separate queue to join Whilst I was waiting in line another passenger went up to query and we ended up forming a new line in front of the economy check in desk for premium passengers unnecessarily badly organised the staff in charge should be retrained Security at the airport was very quick and through to the lounge This is a generic airport lounge for all airlines and it is actually quite good overall Nice layout and seating options reasonable food and drink options and an outdoor terrace which is really nice Boarding was ver

y well organised although quite slow to get everyone on board but the flight was probably only half full and we still departed early so I think they felt no rush and it actually made the boarding experience nicer and more relaxed On board the club Europe seats are fine by European business standards although as previously commented are really not very good overall the meal service was disappointing As is normal BA do not stock enough of the proper meal option when the options are so limited and varied in quality BA really should stock enough for everyone to have the good meal Sadly they had run out by the time they got to me so I had the option of vegetarian sausage or a salad I wanted a hot meal so went for the sausage and I can honestly say it was one of the most disgusting onboard meals I've ever had in any cabin class rolling some mush similar consistency to mashed potato into a sausage shape does not make it a sausage BA you need to improve the meal options make the vegetarian meal something you specifically have to request in advance and offer all passengers a choice of two decent meals then people will not be left with such a substandard alternative when their first choice runs out Whilst I hadn't planned on using it the on board WiFi was not functioning so was not available to use Overall though the flight was fairly comfortable and the cabin crew were very friendly and efficient I used avios to pay for the flight so it was obviously good value for money for me',

'Not All 4 of our flights were fine in terms of comfort punctuality and service I feel safe with BA and that is my main reason for booking with them even though I could travel with other airlines more directly On our return flight AT LLHR we skipped the evening meal preferring to sleep and we're looking forward to a hearty breakfast prior to arrival at LHR Sadly we were seriously disappointed To serve a chicken sausage in a wrap for a business class breakfast is just unacceptable Does BA actually pay experts to design these breakfasts Low point on an otherwise good trip',

'cNot I had hoped this would be a good review but unfortunately it won't be I flew business class from LHR to PDX on the BA nonstop It was a 787-8 series aircraft The flight attendant specifically mentioned it was eight years old as he recalled flying it when it was brand new The business class seats were abysmal My seat was at the window facing backwards With the divider down which had to be in that position for boarding taxi takeoff and landing I was literally just a few feet away from the person in the aisle seat who was facing forward We both couldn't help but stare at one another It couldn't be avoided It was horrible The service wasn't all that good either The flight attendant did a pre-dinner

er drink When she came back to ask for my choice for dinner she said none of my selection were left I was a little upset as nothing else appealed to me She then came back later and said the other part of the aircraft had more of the meal selection I wanted I'm not sure why they didn't coordinate that to begin with I was NOT offered any wine or other drink with dinner The meal was put down in front of me and the flight attendant never came back other than to clear the tray Overall this flight was not very good I flew over on American and back on BA and paid 6000 roundtrip I'd fly American again My preferred carrier is United or Lufthansa I'll never fly BA again',

' I was going to fly to Frankfurt from Glasgow over London but the flight from London to Frankfurt was cancelled This meant I had to stay overnight in London where I have no accommodation etc As I was rebooked to a flight from London City airport which was more than 2h by train I had to get an uber and then take a hotel for £250 in total London prices I was reassured over the phone that I would get all the money back My flight from London city airport was then cancelled again and rebooked to London Heathrow but two days later I then cancelled that flight and rebooked a new one with Lufthansa as I urgently had to get to work and needed the money I never received the money back for the hotel compensation for cancelled flight 1 compensation for cancelled flight 2 the extra food I had to pay for the uber or the actual cost of the flight I was first transferred 3€ by British Airways They stopped replying to me and told me the issue was weather conditions although other nonBA flights were going I lost over £700 in total and never got compensated for the loss of a work day either It just really feels like they don't care about people Worst service airline ever',

'Much better experience this time around Flew CPT to LHR on a new A350 Checkin was efficient I used the Bidvest lounge at CPT as it is better than BAs lounge Boarding was speedy The new business class club suites are very good Slightly irritating to be directed to the wrong seat 1A instead of 1K which meant that after settling in the passenger in 1A showed up We arranged a seat switch Second time in a row it has happened Why cant BA staff memorise which side of the plane is which and get it right Captains announcement was short and on point Welcome drink was served at the correct temperature ie cold first time ever for me previously BA has always served the welcome champagne warm IFE system was good everything worked as it should Felt slightly cheap that business class passengers have to pay for wifi I did not bother Cocktail was good The nuts came on a cheap plastic tray which was naff other airlines bring out something classi

er A female flight attendant came to take my order and I asked for Rooibas panacotta and the chicken breast She repeated back to me so you want a P and a C It was such a bizarre thing to say that I misheard I thought she said so you want beef and sea Confusion reigned until she explained to me she had a checklist of passenger orders and they abbreviate to first letters so she was saying P for panacotta and C for chicken But how bizarre to repeat back an order to a passenger in code Why not just say so to confirm panacotta to start and chicken as your main dish like every other restaurant airline does in the world The internal coding of food ordering is exactly that internal She even looked irritated at me that I did not understand her jargon first time The food when it came was excellent Much much better than recent flights I read somewhere that BA changed caterer If so it shows The panacotta was superb as was the chicken good restaurant quality The wine was OK to good but definitely not good to excellent I feel that while the food has got better in BA business class the wines have got worse Certainly compared to Air France which I have also flown recently The wine was brought out on time not after I finished eating as it was last time I flew BA business Cheese was also good and not teeth crackingly cold as last time I had a good nights sleep Plenty of snacks out if you wanted them and they did not run out Breakfast was excellent and the coffee was hot previously it has been lukewarm So all in all a vastly improved service offering The staff seemed rushed off their feet it would not hurt to have an extra flight attendant to look after so many business class seats Overall summary vastly improved passenger proposition It would be 10/10 but I deduct a point for showing me to the wrong seat and another point for the bizarre interaction with the female flight attendant who repeated my food order back to me using internal jargon codes',

'Once again a terrible business class experience with BA The flight was delayed by 45 hours The plane was very old with problems with at least 4 of the seats in business class not cleaned properly prior to departure Food was terrible as always with BA and only one choice available from advertised menu As a result of the delay we missed our connecting flight from Heathrow and instead of putting us on the next connection they chose the second last flight of the day which was also delayed by over an hour meaning we had an additional 4 hour delay whilst at Heathrow At no point were we advised about our compensation rights despite asking at check in and connections or provided any vouchers during the delays Having flown Etihad Qatar and Virgin business class equivalents over the last year it is clear to see how big the

e gulf now is between BA and its rivals ',

' BA A380s are showing their age hopefully they will update the interiors soon because it was a let down especially when the flight lasts 11 hours Cabin crew were good and helpful Dinner was ok but the breakfast was grim On board entertainment was not the latest and seat back USB points didn't work The only upside of BA is that it is only 1 of 2 airlines who fly this route directly and their pricing reflects this if you're prepared to lay over then there are better airlines out there',

' \xa0 \xa0Credit to BA Flew to Singapore recently and also back from Doha to London and both experiences were great Service was fantastic as was the quality of the food entertainment and was left feeling BA have got it together after a few previous below average experiences You definitely notice the difference with the staff on BA Far more approachable and outgoing compared to the cold and corporate middle eastern airline crews Nice one BA for 2 great flights',

' \xa0 \xa0The check in area for premium classes at Gatwick is very nice and there was no queue when I arrived so I was able to drop my bag very quickly Premium security at Gatwick is fine The flight was delayed due to NATS issues but the member of staff on arriving at the lounge let me know of this The lounge is nice and it's very comfortable There was an excellent range of food and drinks All the drinks you would expect Food wise there were sandwiches soup pasta salads fruit Spanish stew as well as turkey and ham pies with mashed potato roasted parsnips and carrots and gravy It was all really good and particularly nice to see so many options Boarding was pretty slow although the gate crew did a good job to keep it well organised and allow priority passengers to board first As has been well documented the onboard experience in terms of seat on BA Europe business is pretty poor but in line with other European carriers sadly That being said the seat is well padded and comfortable and the adjustable headrest is quite good The on board catering was of excellent quality I was lucky to get my preferred option of the roast turkey but several people sat near me weren't as lucky I do understand that meal options may run out but when the meal options are roast turkey with all the trimmings vegetarian cottage pie or a chicken salad you really should be stocking enough for every passenger to get the proper meal Or failing that allow an order in advance service where you then only stock the meals that people want to eat Whilst I fully support the desire to minimise waste both food and cost people really should really be able to get the ideal meal option Unfortunately one of the people affected reacted very badly to this and took it out on the cabin crew

w which is unacceptable they also lost a bit of perspective about just how serious a situation it actually was The cabin crew were very nice friendly and professional if a little slow but not to the point of detracting from the positive experience I had The ground service at Gran Canaria was pretty poor priority bags clearly meant nothing 95 of bags coming out were not priority mine came out about halfway through bag delivery and demonstrates poor delivery of service and not fulfilling on the service they promise to their customers Overall though it was a very nice flight and having paid for it using avios and £1 I cannot complain at all',

' The flight took off a little late due to Heathrow congestion but still landed on schedule Boarding was smooth and the onboard service was efficient A small snack was served for free with a bottle of water additional items were available for purchase The cabin and toilets were very clean Overall an unremarkable flight but in a good way',

'BA is great in the air But they sell you connections thru London Heathrow Terminal 5 their private BAonly terminal which you are practically not able to make 90 minutes stopover time European flight inbound transatlantic flight outbound you arrive at the terminal gate ON TIME and book security Endless line slow process Your boarding starts and you are nowhere near the X ray and then it is a train ride withing the same terminal but different distant buildings Almost impossible to make Lots of stress',

' I had broken my leg 2 days before our return flight from Lisbon to London I called to get some assistance from British Airways hoping for wheelchair assistance an easier seat to get to or possibly an upgrade so that I could stretch out my broken leg which was in a cast This airline failed on all fronts Quoted us a price of €6000 each I was traveling with my husband which we could not do Almost didnt let me on the plane trying to interpret my medical report They did not attempt to change our seats which were near the back The single concession they made was to allow me to board 1st but did not offer a wheelchair so I had to swing myself down the aisle to my seat using the arm rests of all 21 rows before my seat as the aisles are not wide enough for crutches Might I add I am nearly 70 Had to exit same way No wheelchair waiting for me at Heathrow had to hop onto bus with crutches to change terminals and nearly took a tumble doing so Took so long to get a wheelchair that they had to hold my connecting flight on another airline for me and we were last to board That flight had allowed us to upgrade to business class for a reasonable price and took great care of me',

'Check in at MIA straightforward BA use American flagship lounge near gate D30 which is excellent Flight delayed but

only by 1 hours Boarding chaotic On board staff were fine Seat was fine too but product ageing Post take off service prompt Slept for 6 hours I noticed that in club world BA have ditched rose champagne which is a shame Pre arrival breakfast was ok Slow to deplane Luggage off ok',

' \xa0 \xa0Never I saw such a terrible customer experience The plane landed already 30 minutes late despite any operational delays the boarding took over 1 hour because the crew did not know where to place the luggages After this long 1 hour boarding process the captain did not apologise This is extremely frustrating when this occurs on a night flight forcing passengers to lose train connections to home',

' Having not flown with BA for a few years I read some of the reviews in preparation needless to say I boarded this flight with low expectations I was pleasantly surprised as the flight was ok We left LHR a few minutes early and arrived at JNB ahead of schedule Cabin crew although not as good as some carriers were attentive and professional Onboard catering was a disappointment as if you were unlucky to miss out on the chicken you were given a very sloppy pasta On board entertainment has never been BAs strong point and sadly that hasn't changed Unfortunately BA is not the prestigious carrier it once was but it's not as bad from my experience as some reviews suggest',

'Dear Community I feel compelled to share the utter frustration and disappointment that defined my recent travel experience with British Airways Buckle up folks this one's a rollercoaster On July 16 and 17 2023 I had the displeasure of flying with British Airways on BA709 and BA7 and let me tell you it was a nightmare The initial flight from Zurich ZRH to London LHR on BA709 faced a seemingly unavoidable one-hour delay upon arrival at LHR This of course resulted in me missing my connection to Tokyo triggering an automatic rescheduling of my flight to Tokyo HND via Beijing with Air China Oh but the fun didn't stop there – flight CA183 was also delayed turning my 16-hour delay into a grand total of 23 hours finally arriving in Tokyo at 2300 instead of the promised 710 And the cherry on top My four checked-in suitcases decided to take a detour and didn't join me in Tokyo forcing me to waste an additional two hours filling out forms at the baggage center I finally got my lost luggage back on July 23 because why make it easy right But wait there's more My return flight from Tokyo to Zurich BA8 on August 8 also danced to the delay tune making me question if punctuality is just a myth for British Airways The cumulative impact of these delays torpedoed my vacation plans stealing a whole day of scheduled activities including a guided Tokyo tour As if that weren't enough I had to dig deeper into my pockets for unf

oreseen expenses—extra airport transfers tour operator assistance fees emergency purchases airport meals and international calls for rearrangements The lack of assistance at LHR airport was the icing on this bitter cake Installing the BA app just to get basic information about alternative connection flights was a hassle and the fact that no BA clerk could provide this info in person was downright infuriating British Airways youve left me with a sour taste in my mouth and a dent in my wallet Heres hoping you take this feedback seriously and step up your game because right now its not a good look Frustrated and fed up Bert',

' Quick bag drop at First Wing but too many passengers so had to use fast track security in main terminal Direct entry to Concorde room outside security south Ate excellent breakfast which was served promptly Concorde room is a nice place to wait for a flight there is some interesting memorabilia and an excellent bar Boarding from c gates was disorganised and slow On board cabin crew excellent Good choice of beverages and these were of high quality Food was good Seat comfortable No first bedding provided On time arrival into Miami Baggage took 1 hour to arrive',

' 4 Hours before takeoff we received a Mail stating a cryptic message that there are disruptions to be expected as there is a limit on how many planes can leave at the same time So did the capacity of the Heathrow Airport really hit British Airways by surprise 4h before departure Anyhow we took the one hour delay so what but then we have been forced to check in our Hand luggage I travel only with hand luggage to avoid waiting for the ultra slow processing of the checked in luggage Overall 2h later at home than planned with really no reason just due to incompetent people Service level far worse than Ryanair and triple the price Really never again Thanks for nothing',

' I recently had a delay on British Airways from BRU to LHR that was due to staff shortages They announced that there was a 2 hour holding delay but they would board us immediately in hopes of clearing the gate and leaving early We had to wait the full 2 hours inside the airplane The plane was old dirty had no power at the seats The staff provided a small bag of pretzels and 250ml of water to the passengers for 2 hour delay and 2 hour flight There were no options to purchase food or drink There were no entertainment options available I am a OneWorld emerald elite member but they do not upgrade members based on status First class lounges at Heathrow are overcrowded understaffed and poorly equipped The help desk is completely unhelpful when an error arises with delays and cancellations even when having the top status The Avios points system has been devalued to near worthless

ssness and requires fees to book reward that nearly equal the price of the revenue ticket British has lost its way in recent years and has moved from a worldclass airline to a budget airline with much worse service and timeliness than Ryanair or EasyJet',

'Not Boarded on time but it took ages to get to the runway due to congestion Flight was smooth and quick Snack and drinks were good for a short flight Landed only about ten minutes late One bag of three left in London forms quickly filled in and the bag was delivered the next morning',

' 5 days before the flight we were advised by BA that it had been cancelled and asked us to rebook There were flights 1 hour before and 1 hour after our original flight but they made us take one 3 hours earlier Our original ticket and the return flight a week later included a checked bag When we arrive at Heathrow to check in we are told our ticket doesn't include a bag and we will have to pay 75 pounds each to take them We explained that the original ticket had the bags and when they checked the system they confirmed that it did but not this one They would make no effort to sort it out and just told us to pay up or they would remove us from the flight So we had no choice but to pay up thinking it should be pretty easy to get a refund 15 months and 10 emails later we have still not seen a penny Every time I ask where my refund is and state how long we have been waiting I get an inane email saying some departments take longer than others to respond Absolutely hopeless airline to stuff up the booking in the first place and even worse customer service to not even attempt to solve the problem at check in even when they could see the mistake THEY had made in their system compounded by being unable to investigate a very simple claim and refund me 150 pounds in 15 months',

'Not \r\nWe traveled to Lisbon for our dream vacation a cruise to Portugal and Spain Our friends did not EVER get their luggage It was a two week cruise Two weeks without a change of clothes or her CPAP machine Contacting customer service was a nightmare We never talked to a real person Very little effort was put into getting them their bags In one port we were on the ship and the bags were at the airport The airlines did not deliver the bags nor did they tell our friends that they needed to go get them The airline couldn't be bothered to take the bags from the airport to the ship BA says it is their policy to get you your bags within 72 hours That is a joke It's been over two weeks and they still don't have them They are back home in the US and last they heard the bags were in Lisbon If you have a choice do not fly British Airways Customer Service is non-existent',

' Booked a flight from Bucharest to Manchester with a 2h 4

5' layover at Heathrow Flight was delayed from Bucharest because of ATC strike Arrived at Heathrow 40 minutes later than scheduled and still had enough time to catch my connecting flight Unfortunately we were stranded in the plane and waited a very long time to disembark the plane due to lack of staff or slot shortage it's a common problem with BA at Heathrow I missed my connecting flight because of their delays and they told me I had to wait all night in a freezing airport for the first flight the next day There was just a shameful 10£ food voucher which is a joke considering the ridiculous prices at LHR No accommodation offered and had to sleep in a very cold airport I asked for compensation and they sent me a long text with the same lame excuses that they are sorry but they will not compensate anything I can't imagine a worst airline than BA regarding customer care It is not about money here but rather than the way they treat customers It is the last time in my lifetime that I will be flying this joke of an airline',

' Booked online months ago and the only hitch was replacement aircraft meaning chosen seats were different I was informed of this prior to departure so could amend Bag drop at MAN T3 wasn't smooth but I suspect that was MAN fault Shuttle boarding was slow and delayed meaning a rush at LHR T5 The flight to CPT was full but we left more or less on time The cabin was clean and PE was what we expected sufficient leg and arm room plus a few little perks with drinks Only complaint is the seats actually recline too far Staff were very good during the first few hours of service especially George Food was quite tasty but one option wasn't loaded Breakfast was also quite tasty and we landed on time The fly in the ointment is both our cases arrived late on the carousel and only later did we notice both had been broken into likely at CPT All in all a pleasant surprise',

' The flight was on time The crew were polite It was the same story on my outward flight I find that BA in Europe is generally pretty good though I regret that they have substituted Prosecco for Champagne on the list of drinks you can buy in economy So many complaints about BA and other airlines revolve around lost luggage that I never check in bags even for long trips',

'Not Angry disappointed and unsatisfied My route was from London to Atlanta My suitcase was not boarded therefore not landed with me For both comfort and safety reason a bag always fly with its passenger and that did not happen Claims and few phone calls were made by desk assistants who answered my questions unprofessionally and miserably Certainly I was left with nothing but my backpack which contained not more than few snacks Neither clothes nor anything else was

ever provided as an apology Meanwhile I was also told that my bag would have been delivered through the next 24 hours which also did not happen British Airways is a great airline to fly with but its organization when it comes to customer service is poor and uncertain Still waiting for my bag',

' As an infrequent flyer British Airways was always my first choice With some reassurance and comfort of service quality luggage allowance etc In fact I've never flown with the budget airlines My most recent flight has now changed my view and causes me to reflect on what am I actually getting for my money and is BA what they once were While the flights were around an hour delayed both ways the cabin and ground staff service were ok It is the facilities or lack of that I am most disappointed by The flight was Approx 4 and a half hours and the only thing offered was a half cup of water that was poured out and a bite sized banana slice of cake In fact on my return journey I wasn't even offered the water To top it off BA no longer have a media screen from which you can select something to pass the time away There wasn't even the obligatory flight journey The WiFi was poor I couldn't even access the shop However for a fee so much more was available This explains BA's record profit of £152bn So the question is what am I paying for I will now for sure opt for the budget airlines They are transparent with what they offer and what you have to pay for which I can decide to choose or not As BA now stands for Basic Airways I'll go elsewhere and get basic for cheaper',

'Not A totally unremarkable flight on time as comfortable as European configuration goes No catering due to the storm effect greatly exaggerated This was advised by email and a euro 15 was provided not easy to use but lounge made up for this loss',

' 1 Ground crew in Heathrow left 60 passengers luggage We had 3 bags 2 The Heathrow ground crew left 1 of ours behind after the 1st two were received the next day 3 The Heathrow ground crew lost our 3rd bag 4 times and we were on the phone with them for over 3 hrs over the course of the week 4 Due to this we had to spend 500 on health and beauty items for my wife on our cruise 5 British Airways said they MIGHT reimburse after 3 months 6 We had to spend 100 in cab fare to Barcelona because the Barcelona ground crew Iberia claimed they had delivered it to us 7 Heathrow ground crew made us 15 minutes late arriving back into Heathrow after our cruise We actually landed 10 minutes early but those incompetent people still were not ready for us 8 The Heathrow ground crew caused us to leave 45 minutes late even though ALL passengers were boarded and ready 15 minutes before the departure time This will probably mean we will miss our connectio

n in Anchorage BA clearly does not care or know how to operate a ground baseshameful BA is a joke and should be embarrassed they cant operate like a normal airline They do not grasp the concept that even a small hiccup can cause mass ripples of chaos to other people',

' London Heathrow to Gibraltar on 24th October 2023 I shall start by reference to the booking process I used the BA website to reserve the seat and food the website to be easy to use and clear in every aspect The flight was due to depart from terminal 3 but the passengers were bussed for a good 15 minutes to a different part of the airport where the aircraft was on a stand When boarding the flight the cabin crew kept a very low profile and this was maintained during the entire flight The captain made 3 brief announcements during the flight There was no inflight entertainment The seats were clean and comfortable enough for a short flight The lack of catering was overt Other than a tiny bottle of water and an inedible "breakfast bar" one had to use an online system to order even a drink and of course pay for it too The passengers next to me could not use the online system as it does not seem to work and the cabin refused to sell them a coffee because of this fault Moreover the USB charge points did not work either Given the early hour of the flight it is a poor show that there are not even for sale items available from a trolley service The system BA have in place is not good enough The flight arrived ontime The disembarkation was inefficient though and poorly managed and the crew were not to be seen The crew were wearing the new BA uniform and it seems to reflect a downward trend of the airline To be candid there was any difference between this BA service and that of so-called "budget" rivals On this route BA have a monopoly and so I did not have an option to use the services of a different company',

'First time flying British Airways and I would not hesitate to fly economy with them again Flight attendants were pleasant and efficient Excellent special meal low sodium Comfortable space in economy One of my better flights',

'Not I flew London to Cairo and return in October 2023 It was basically a perfectly good pair of flights in Economy with pleasant and professional cabin crew especially on the return journey Being only 173 cm tall I have no problem with legroom in the back of the plane the seat was OK if getting a little numbing after 5 hours and the return of a rather good included snack box and drinks was welcome However it must be said that the value for money was poor with a checked bag on the return leg only this was a nearly £700 ticket And although I am content to pass the time by reading or sleeping it was surprising to find no inflight entertainm

ent on 5hour flights However overall I would still recommen
d BA and would do so even more enthusiastically if it was m
ore sensibly priced',

'Not Absolutely the worst experience ever Flew into He
athrow no problem Waited for 5 hours three extra hours for
our connection to Porto then the cancelled the flight Scram
bled for a hotel and a new flight the next day They routed
us through Madrid the next morning That flight was 15 hours
late so we missed our connection to Porto Because we missed
the connection their fault they cancelled our return flight
s After two hours on the phone with customer service from t
he Madrid airport they booked us a new return flight then t
hey made is pay 1300 to fly from Madrid to Porto Then for
no reason they cancelled our return flight again After hour
s and hours and hours with customer service we finally got
a return flight five days after our original return flight
Meanwhile they lost my wifes luggage We finally got 15 DAYS
after they lost it Return flight More problems with our res
ervations At no point was British Airways helpful They left
the onus on us to fix their mistakes at every turn They com
pletely ruined a three week vacation and they dont care The
y wouldnt even let us speak to a supervisor or manager Awfu
l bordering on passenger abuse',

'Not \xa0 \xa0Flew back from Malta after scattering our s
ons ashes at his favourite spots When we boarded the aircra
ft for our return flight my wife became upset A member of t
he cabin crew noticed this and immediately spoke to my wife
and tried to reassure her Her name is Tracey an exceptional
crew member I noticed she spoke to other travellers in a co
urteous manner and was friendly Each time she passed my wif
e she asked how she was and would she like anything This ki
ndness made a difficult time easier for us both Aircraft se
ats were comfortable and service good for a 2hrs 45mins fli
ght Thank you BA',

'Not Cabin luggage had to go to cargo even when I said I
carried medicines There was no time to get them out the han
d luggage The economy seats with Virgin Atlantic KLM and ev
en Ryanair have more space Luckily it was a short flight',

' I have been using BA for a while now and on average I ca
nnot say that I am pretty satisfied BA somehow experience c
ancellations and delays most of the time Second the infligh
t service is usually weak Food portions are small and cabin
crew is not very helpful especially when it comes to drink
requests The screens in the A380s should be renewed as they
are full of scratches and same size as A321s Especially in
longer flights the entertainment system becomes more import
ant There is also no welcome package except for pillow and
small blanket I would expect more from BA If you are flying

from the US to anywhere except the UK I would recommend considering other airlines But if you are flying to/from UK directly then BA could be one of your choices',

' I flew from Istanbul to London in Business class For more than half of the flight a child was watching an iPad very loud with no phones plugged in it was three rows in front of me and disrupted my flight as I could hear it above my headphones Staff thought this was fine and refused to tell the mom to turn it down Why is this acceptable on a flight especially in business class Has this airline turned into a zoo Are staff given no training in customer service Why is a child allowed to disrupt other passengers When I told the staff she just laughed at me BA customer service is a disgrace Ive not even mentioned the food but it was bad really bad',

'Not I have flown on BA several times since the airline started nonstop service between Austin TX and London Heathrow Every year the service gets worse I brought a tape measure with me to see how far apart the seats are in the economy section 25½ inches BA has removed bathrooms in order to squeeze a few more rows of seats onto the aircraft Thankfully Im not a big person and was able to squeeze into my seat without being too uncomfortable When BA first started flying out of Austin the food was great Now when I arrive at Heathrow I get real food and take it on the plane with me I dont know where or who makes BAs food but it is not eatable If BA did not have a direct flight from my hometown to London I would fly with a different airline When we checked into Heathrow the line was extremely long and only one person was checking people in It took nearly an hour to get to the counter I understand airlines are making record profits and need to make up lost revenue from the pandemic but I think BA has gone too far and has little concern for customer service in pursuit of profits',

' The flight departed over an hour late due to a late inbound plane The plane was very full and half of the economy class passengers were forced to check in their larger cabin baggage at the gate when boarding making a complete mockery of the hand luggage allowance advertised Lots of passengers on board were stressed out about missing onwards connections due to the delays and some did miss them as their next gates had closed by the time we disembarked at Heathrow Onboard service was ok but minimal BA gave up being a full service airline some time ago More concerning is that trying to get hold of customer services to make changes to bookings and deal with problems was nonexistent The airline seems to make it deliberately hard for its customers to contact it',

' I hate British Airways We get to London on Oct 3 and our next flight is cancelled We stand in line with 1200 other people to get it fixed and they tell everyone to leave the airport and call them to fix They book us the next day via online Dont offer vouchers for hotel we will miss our tour Now trying to get home from Istanbul Plane is here but should have started loading an hour ago No explanations May miss next flight Will never travel with them again Was this same problem April 2022 flight',

' \xa0 \xa0Our BA flight from Porto to London Heathrow T5 was operated by Finnair using a Finnair plane and crew This had been advised by BA shortly after booking with the option to change flights if we preferred Although the business class cabin was of a similar layout to BA Club Europe ie with the middle seat kept free my wife and I felt the seats were more comfortable and the legroom slightly better Service was good on board and the meal was very tasty we chose the beef cheeks All was good until we landed at Heathrow Although we passed through passport control without delay once we were at the designated baggage reclaim we just waited and waited After an hour and ten minutes I went to the BA baggage counter to ask what was going on They seemed unaware of an issue but said they would find out Over the next hour or so various other passengers also requested information and despite various announcements and a list of different excuses it was almost 2½ hours before the bags finally arrived Frustrating to say the least I subsequently complained to BA but after 4 weeks there has been no explanation just the automated message from customer services 'we are experiencing exceptionally high volumes' This response says a lot',

'The customer services call centres etc are atrocious and sometimes callous They just don't care Long waits to speak to anybody who then have no power to actually solve anything and the calls just cut halfway without resolution anyway If the flights are cancelled as were my original ones you're really left on your own and nobody cares The onboard services are so-so but for short haul it's now "semilow cost" which is confusing as you never know what to expect This time we were given a bottle of water and a very small snack whilst anything else had to be paid for And yet on some other flights apparently you have to preorder any additional food It's confusing which makes it not dependable Cabin baggage is in theory generous compared to competitors in economy but then they asked more than half the passengers on this flight to check in the cabin baggage at the gate due to lack of space in the overhead cabins leading to long boarding delays Their whole offering hasn't been thought through very well The USB power supply did not work throughout the flight

t contrary to the announcement that the power be available after the seatbelt sign was turned off so it was pointless providing the sockets in the first place Not my first choice airline on this route and am just trying to use up most of my Avios points before I totally abandon them I fail to see how it is deemed a 4 star airline',

' I am a frequent flyer with BA and have been for the last 15 years Having noted the ratings given frankly I cannot understand how BA scores three stars for most aspects of its service In a nutshell BA has placed profit margins over passenger appreciation This fact was hammered home on my return leg which was not in Club Europe Quite alarmingly BA appears to place profit over passenger safety by extending its Business Class seating up to and beyond emergency exit rows and then failing to ensure those seated in exit rows have the physical capacity to actually open the door in case of an emergency I was not at all reassured to see an elderly and slightly built woman seated with the responsibility of opening the overwing exit should the need have arisen Short haul business Club Europe is simply a joke and only useful for gaining valuable tier points for lounge/preboarding benefits While cabin crew service is excellent the lack of space and reduction in refreshment choices etc places them a million airmiles behind competing airlines such as Qatar Turkish or Emirates who understand the true definition of customer appreciation and hospitality BA has consistently eroded the value of their Executive Club and seems to be of the impression that recent changes in obtaining avios points during the booking process benefit passengers really I want to support BA and did enjoy flying with them up to the point when they started penny pinching and became more deserving of the name Budget Airways The attached photos taken during my most recent itinerary highlight the difference in customer care/appreciation between British Airways and another airline used in this trip Both flights were around 4 hours in duration on the same day Guess which one is shows BA's inflight offering',

'Not Flew with BA to Punta Cana Took the trouble to reserve seats for both outbound and inbound flights On boarding at Gatwick realised we had been moved to much less good seats with other people sitting in the seats we had spent a lot of money reserving Apparently there has been a change of aircraft and a number of passengers had been automatically reallocated seats for no particular reason The crew said there was nothing they could do although of course they could just have swapped us with the couple using our seats We were told to claim a refund on return home We did this via a complaint form As BA offered us £100 in vouchers We didn't

accept this as it was less than the cost of the seats and also naturally we wanted our money back We eventually got it but not without a fight Very second rate shoddy airline',

' They downgraded me from business to premium economy They took three months to get back to me and offered me 200 pounds or 400 AUD The difference between business class and premium economy which I never fly is 3000 AUD and the difference between economy and business is 6500 AUD They owe me at least 1500 pounds and to be very fair 3250 pounds The downgrade was insulting and incredibly painful as I had a recent cancer operation and have a back injury which I have pointed out to them I need to lie down The wait for them to get around to me has been numbing The insult of their offer has been the slap in the face to continue my degradation The people I have dealt with at the airport have been down to earth honest hard working people The actual staff on the plane were warm and friendly and helpful The systems under which BA operates are some sort of medieval torture',

' The already delayed aircraft landed and apart from the small BA logo on the rear of the fuselage there was no indication as to whom the carrier really was Boarding turned into a farce with passenger groups being told to wait in one queue in order to board only to be informed we were on the wrong place and our boarding wasn't allowed yet The interior cabin was reminiscent of a BA cabin from twenty years earlier except the tight legroom and uncomfortable seating which made a budget airline feel luxurious The crew were not BA but from an unknown charter company Service was slow and as usual choices of food to purchase ran out before they'd reached row 24 I requested a cup of tea which never appeared Thank goodness for my airport purchased water and the tiny offering of pretzels The over officious senior flight attendant who'd been facilitating in Club Europe appeared in economy and immediately slammed down the armrests whilst still in mid flight making an already uncomfortable journey feel worse Cattle class was definitely that To say I was happy to land and disembark was an understatement Never again BA never again',

' Caught up in the Gatwick cancellation fiasco at some point between what was smooth check in unable to do online as part of group travel and security the flight was cancelled we were denied entry to security and departures as a result It was at this point that we discovered BA Gatwick are not BA but a masquerade who are unable to help and provide very little assistance unless the real BA provide information and even though our baggage was now airside didn't have a clue as to how we could get it back It is however with thanks to a supervisor from Business Class check in

who came to our assistance and help with our predicament baggage retrieval information on what to claim and how and our revised BA flight from LHR the following evening Difficult to give a rating for cabin service as we didnt even board the aircraft',

' \xa0 \xa0BA has a real problem with boarding its flights Those who get on first fill the luggage bins with 2 bags one of which is supposed to be small and under seat only Cabin staff dont bother implementing their own rules Subsequent passengers mill up and down the aisle bumping into each other searching for space Boarding this flight took an hour as a result of this nonsense The incoming flight was late already so our 90 minute flight was 90 minutes late',

'Our connecting flight from London to Glasgow was canceled and we were forced to wait 12 hours in the airport for a new flight When we received our luggage at Glasgow we discovered that our luggage was soaking wet My wife's luggage contents were wet and had to be air dried',

' The worst airline I have ever flown with Allocated the very back row next to the toilets and galley No chance of getting any sleep question asked of possible seat movement ignored and getting bumped the entire time by cabin crew walking or pushing kart up and down aisle without one apology Would have been better sitting in the luggage compartment',

' Excellent service levels proactive crew and superb food and beverages I found all aspects of the service to be superior to BA business class even the new BA Club Suites First Class felt exclusive the dedicated crew were clearly used to working the premium cabin enjoying their work were proactive friendly very respectful and the food and beverage offering a considerable step up from business class The seat with sliding double doors was spacious well designed and very comfortable British Airways offered a solid First Class service from Concorde Lounge to boarding which was actually beyond group number for a change to the very warm and genuine welcome on boarding A consistent solid comfortable service from start to finish and if the price was right I would not hesitate to book First Class with British Airways again',

'Not Booked a very special holiday for me and my partner September arrived and we were on our way to lovely South of France Booked Business Class for us both to start the holiday right As we were checking I was told the flight was over booked and our seats wouldnt print onto the ticket for some reason We had already made sure the seats were booked when we had booked the flights nearly a year prior to going Unfortunately when we arrived at the gate we were then told we would no longer be sat together and one of us would in fact have to go into economy My girlfriend is an extremely n

ervous flyer and so had to take extra tablets to remain calm. She didn't have any food which we had pre-booked also and she was sat right down the bottom end of the flight. We were held at the gate with another 4 or 5 couples all in the same predicament all due to the lovely money grabbing British Airways over booking the flight. They ended up refusing passengers in the end and even had people sat on the fold down chairs in the toilet area. When we eventually arrived in France late we were waiting for our luggage to come. Our airtags stated that both our cases were in fact still in Heathrow. We then had to wait 4 days for them to eventually come into France. By this point our holiday was ruined. British Airways was absolutely shocking. We couldn't speak to anyone as all the phone numbers were no longer in use. We felt stranded in a foreign country with no clothes and no one to help us with what to do next. Every day we watched them case not moved as we were tracking with air tags. It was so frustrating not being able to plan our days in hope we would get the call to then drive all the way back to the airport 2 hours each way to collect our cases. We ended up going out and buying new clothes, toiletries, and all the stuff to make the best of our ruined holiday. Saving all the receipts thinking we would be able to claim it all back. How wrong I was. British Airways take zero responsibility and fob me off with going through my insurance. British Airways only pay for basic essentials. Pants and toothpaste. I filed a complaint when I got back and requested my money back for business class and they haven't even had the decency to even respond. They are an absolute joke of a company and I wish they would remove British out of their name because there is nothing British about them. Do not give them your money. They can't even look after their staff let alone customers. Oh and don't bother trying to cancel your flight either as they just take all of your money off you and give you nothing back',

'Not Just returned from Chicago. Flew out 10 days ago on American Airlines. Absolutely superb in every way. Had high expectations on return flight with BA. What a disappointment. The Airbus A380 may be nice from a pilot's perspective but as a passenger it was awful. Very uncomfortable seats, the inflight entertainment and flight tracker failed to work throughout the flight, the inflight meal was inedible and the service was mediocre at best. Our short flight from Heathrow to Manchester was much improved, very welcoming and attentive in flight staff and the flight even arrived early. In future we will travel with one of the American carriers',

'BA standards continue to decline every time I fly with them. This time a 45 min late departure which seems the norm

for BA and no information from the rude and clueless boarding gate staff The Club lounge was overcrowded dirty and grubby and cleaning staff could not cope How many more cutbacks is BA going to apply before they become truly low cost As a 35 year veteran user of BA while people complained of Alex Cruz cutting costs the past 3 years has seen them decline very quickly under their latest CEO One reads the occasional article about BA improving things but I have yet to see anything substantive There seem to be few British staff left amongst the cabin crew so maybe time for a name change and give the flag carrier status to a proper lowcost and sadly the staff service has declined year on year Onboard the catering remains poor and surprised that DoCo can produce such rubbish meals when I have sampled their Turkish Airlines equivalent in August that was superb guessing BA are too tight with their budget Onboard WiFi service is a joke and should be avoided',

'Not Awful Business class check in queue just as long as for economy probably because half of the desks were not staffed and Terminal 5 is chaotic Business lounge overfull couldnt get seats Delayed flight unmanaged chaos at the gate No drink on boarding first drink served an hour after takeoff The meal was poor used to get better in economy on other airlines British Airways has won the race to the bottom of the cheapskate stakes Not looking forward to the flight home',

' Not a reliable airline You cannot trust the timing at all I had a 645am flight boarding was on time but then we are sitting in the plane for already 15 hours and the expected departure is still not clear They have discovered the engine is not working I am risking to be late for a business meeting in Geneva How come they bring a not working plane to the gate The funny thing is that I had another business trip in spring 2023 also with BA to Amsterdam When I arrived to the Airport that time I was told I dont have a seat I was put on the next flight in several hours which should have got me to the business meeting late but still not too much A lot of stress In the end on the second plane we were sitting in the cabin for 15 hours and I have missed the meeting I thought it was a dramatic unlucky case that time but today I see its routine for BA not to fly on time',

' I take comfort in reading the last ten or so reviews to see Im not the only traveller to put in words how absolutely abysmal British Airways are The only reason we are stuck using this awful airline is to use up points We booked Club Europe months ago London to Athens sat in row 3 and told they had run out of food options only choice was lentil pie or green curry Returning Athens to London Club Europe Couldn

t check in online as promised so arrived at the airport 3hr s early To be told they had overbooked the flight and basic ally we were being bumped to economy This airline fails to deliver time and time again It is a national disgrace and I implore everyone to choose an alternative ',

' The worst journey in my life The connection time at LHR was only 1 hour but the flight from MXP was on delay I had to rush to change terminal by train and arrived risking a heart attack After that the plane just stayed there for another 40 minutes Despite that upon arrival at SJC my baggage was lost I filled the form and gave to the employee I was not given any receipt so I did not have any reference number BA phone number at SJC simply never answer I called twice the toll free number and realized they did not record the delivery address I had to enter myself online dealing with a shitty website They delivered the baggage three days later I claimed for compensation online as I had to buy clothes and other stuff and I did never get a receipt I was expecting an upgrade for the flight back to MXP but nothing happened neither they allowed me to enter BA lounge at SJC Bad customer service The only positive side was price but obviously this cannot justify this treatment and if I knew I would never flown by BA Never again',

'The airplanes and the lounges are worn out old and broken From Dallas to Heathrow multiple first class seating and electronics were non functional and poorly designed The first class seating from Heathrow to Dubrovnik was nothing more than a tray blocking the middle seat of a standard coach ticket Very disappointed',

'One of the worst experiences on the worst airline The flight was delayed due to earlier technical issues The time slipped from 1700 to 2000 to 2200 and finally cancelled There was zero information given Despite paying well over the odds for business class we were booted out of the BA lounge two hours before the flight When it was finally cancelled the BA staff Without explanation told everyone to go to a gate After another hour or so they made us re enter the UK via passport control a further 40 minute wait By now the airport was closing and there was no sign of our bags or any help from BA A passing Gatwick engineer finally helped us locate the bags BA completely washed their hands of us and in contravention of CAA rules refused to find us accommodation Many slept in a bus stop overnight There were people with young children who couldn't find somewhere to stay and yet BA had closed down and left The following day the replacement flight was also late and due to an admin mistake had no catering or liquids for a 2 12 hr flight Overall the service was shockingly bad the worst I have experienced from any airl

ine I will not ever use them again',

' Cancelled our flight lastminute then moved us onto a flight 2 days later operated by Japan Airlines We had paid a lot extra for extra legroom seats as I am very tall and they assigned me a middle seat deep in the middle of the plane Because it was operated by a different airline but booked by BA neither BA nor the other airline could change my seat over the phone despite seats being available After 4 hours of waiting in queues and sitting on hold their solution was for me to arrive early at the airport I did but the seats had already been given away for free by people who had booked directly with that airline and could check in online I got a £10 meal voucher as compensation for this enormous downgrade on a 14 hour flight Never again will I fly BA I would rather fly indirect with better airlines than use this disgrace of an airline again',

'I had a flight from Miami Florida to Dublin Ireland via Londons Heathrow airport The outbound flight from Miami was delayed and we were further delayed when our gate was occupied when we arrived in Heathrow The total delay was roughly an hour but it was enough to make our connection a challenge where we had 73 minutes between original arrival time until the departure time to Dublin When we headed to our connection flight we were stopped by security personnel at a checkpoint and told us that the gate to our connection flight had already closed This was twenty minutes prior to departure time They ushered us to customer service to be rebooked Given the busy weekend of travel we were rebooked on a flight at a different airport and were told that our cost to get there would be reimbursed We then waited 3 hours for our luggage and then took a cab to Londons City Airport The cab fare was roughly 500 When I filed a claim with British Airways they refused the claim and told me that we had plenty of time to make our connecting flight and therefore they denied my claim to be reimbursed for the cab fare This is after I explained that it was British Airways employees who ushered us to rebook the flight despite the 20 minute timeframe to make the connecting flight The person who rebooked us told us it was policy that they close the gate 20 minutes prior to departure I will never fly this awful airline again Given the other feedback on this site it appears that that is the overwhelming sentiment',

' We started our day with BA in Prague The flight actually left on time I came to find out that's very unusual We purchased business class seats As you can see from the picture they hardly were business class All they did was block off the middle seat in the first few rows and called it business class Horrible flight In addition I had a really rude rud

e check in clerk basically yell at me when I excused myself and asked if she could give a little bit of priority to the many business class passengers who weren't being served. Then we got to Heathrow and the real fun began. We had a 4 hour delay. They gave us about 5 different excuses for the delay. I had a few employees walk away while I was asking them questions. They were very rude. At one point there were no employees left. And from the announcements it seems virtually every BA flight was delayed. And there were no weather issues. There was no place to comfortably store items in business class. I've never experienced that before. Not even a cup holder for my bottle of water. The seat controls didn't work well. You had to keep pushing the buttons to get them to do anything. The power outlet didn't work. There was no internet the entire flight. The overhead luggage bin was too heavy. I almost got a hernia having to close it. This is a horrible airline. I'll never fly with them again. If I could give zero stars I would',

' I fly British Airways weekly not because I want to but because they own the route there's no other option therefore they frankly don't have to care about the customer. The flights are always delayed and it's always someone else's fault be it weather delays to incoming aircraft or flight traffic control issues. I've heard it all and for the life of me can not understand why they are allowed to operate. I've been around the world and traveled with all of the world's airlines but British Airways are really the worst of the worst. It's such a shame to have watched what used to be a good company fall down a cliff. My advice is if you have an option to fly with anyone else then exercise the option but if you're flying with different connections and you have a tight schedule do not expect BA to get you to your destination in time',

'Not Everything was ok until our connecting flight in London just before take off we were on the runway the pilot came on to announce an engine problem. After engineers tried to fix it while we waited on the plane for over an hour we were finally told that we would have to be evacuated and rebooked for another flight but not to worry because a special crew was waiting for us on the ground to help us and set us up in a hotel except that there was no one to help us. In fact everyone refused to help us. It was Saturday almost 8pm and they just wanted to go home. Anyone with a connecting flight couldn't rebook on the application because the app wouldn't disassociate our first flight with the connecting one in London and the staff saw this but still refused to help us. They gave us a phone number but there was only a message that said just to use the app. Finally I got someone on the

phone who rebooked us for the next day Now its 1030pm and I have to find a hotel room because the airline refused also to help us with that So i had 2 choices either sleep in the airport or pay over 700GBP for a room I dont have the money to pay for this but after a 10 hour flight 8 hours of jet lag and the insane stress after the fact that no one from British Airways would help us I took the room Of course I claimed reimbursement but that was over 3 weeks ago and I have not heard anything since so I have no idea when or how much I'll be reimbursed even though Im not claiming any emotional compensation from the horrible situation they put me through due to their total indifference Its financially difficult for me right now because the money I had to put out is equal to half my salary and of course its impossible to reach them by phone I feel still as i did on August 26 2023 completely trapped by them and their indifference with no solution or information',

'Not My initial flight was cancelled 8 hours prior the flight Then I was automatically rescheduled for next day Next day the flight was delayed leaving Hamburg and missed my connecting flight to Las Vegas Me and several other passengers spent the night in London British Airways provided us with vouchers but the transfer bus dropped us at the wrong hotel closest to our hotel and told us that we can walk there if we want to As a result I lost two nights hotel reservations that I made in Las Vegas I opened a claim and provided all receipts to British Airways to get refund of my hotel reservations but over 5 weeks now not a single feedback from British Airways I will avoid all flights with them in future and will share this story',

'Not We will never fly British Airways again Our flight on July 15 2023 from LHR to LAX was cancelled 20 hours before departure without any explanation Since 8 weeks we are now waiting for the refund and BA does not pay us the cost caused by the cancellation Very disappointing',

'Check in and security clearance very quick at LHR T5 My wife and I used the Galleries North lounge and at 600am it was easy to get a seat Good buffet breakfast options Flight boarded on time and flight departed on time I was seated in 4 A the Club Europe seats on the A320 seem to be getting smaller and legroom I am 6ft was very tight Cabin Crew service was fine I chose the full English breakfast it was ok but there was a lot of water in the bottom of the bowl Flight landed on time Overall an OK flight but Club Europe doesn't feel very premium these days',

'Not British Airways has confirmed itself as the worst airline in the UK Last minute cancellation no explanation refusal to book with another airline "because we don't have

an arrangement with them" What's happened to what used to be our national airline',

'Worst BA experience I was supposed to fly out to Italy on 7 September 2023 I arrived at OR Tambo International airport ready to check my bags in I already checked in online the previous evening so I had my boarding pass ready At the counter I was told that I had been offloaded from the flight as my connecting flight has been cancelled No information was sent regarding this beforehand The team at the checkin counter tried to get me on another flight that evening but there were no flights available They did manage to get me another flight the following evening with Lufthansa to Italy via Frankfurt However I did miss the first part of my trip having arrived a day and a half later than I was supposed to Upon moving the flights I did ask the BA staff whether my flights back are still valid and that everything is in order which they assured me is correct I have to fly back to South Africa on 18 September and upon checking my booking information I noticed on my BA account that my first flight Milan to London is just missing from my booking My connecting from London to Johannesburg is still there After spending the entire morning on the customer helpline two different operators picked up and in both instances the moment I proceeded to give my booking reference number my call gets dropped Currently it seems like I will be arriving at the airport again on Monday without a flight',

' My daughter and I were denied boarding on our business class flight from Madrid to Heathrow in March 25 2023 the first leg on our return flight to Victoria Canada No reason was given for the denied boarding by the check in staff at the British Airways counter in Madrid who said they were only agents and told us to call British Airways We were three hours early for the flight and had valid passports After many tries we finally reached British Airways by phone but we were told to call Expedia which had booked the flights Expedia confirmed that we had been bumped from the flight with no explanation as to why Expedia then began a long process of finding alternative flights Over the next 24 hours we had numerous calls with both Expedia and British Airways Incidentally the next available flights were 9 days later on April 3 This was almost unbelievable but after many many tries it was the best we could do Even though these were Business Class tickets Part of the problem was that apparently rules did not allow any changes to routing for any segment of the flight This nine day delay was a major problem for us I had to miss work and my daughter was missing school Further we received no compensation from British Airways no penalty fee and not any reimbursement of our expenses for staying the

nine extra days After our return I began the British Airway s online complaint process and submitted all supporting documents I received an email reply and a case reference number And then nothing I sent numerous follow up emails and received no replies It is now months later and still I have not heard from British Airways This is shocking and definitely the worst airline service I have received for my thousands of flights over many decades I am a very patient person and this is the first time I have commented on this type of forum I think the public should be made aware of extremely poor customer service at British Airways',

'Despite boarding being the usual free for all at LHR with groups 13 being called to board all at once Whilst those passengers who had agreed to check in a bag in at the gate getting to board before anyone else However the service on board was impeccable Superb crew friendly attentive interacting with passengers and generally appearing to be enjoying their job Like BA in the old days and at its best Food choice and quality seems to have improved too no beef cheeks thankfully and even the Club kitchen appears to have returned Old style Club seating but is at least better and feels less cramped on the 787s',

'Not Flight cancelled no crew 9th September 2023 not peak holiday period so why such bad management by BA Sent to the gate left standing of over an hour and then flight cancelled As were other on that day Why does BA continue to provide such poor service a national disgrace',

'Not The worst service ever my baggage did not arrive on time Both my flights were delayed I will never fly them again Even the food was bad and your service',

' 44 flights we booked this holiday were delayed about 12 hours No wifi available on 2 of 4 flights Food and drinks very basic and expensive Cannot recommend',

' British Airways has a total lack of respect for its customers I was booked to fly from Frankfurt Main to London City Airport and just a couple of hours before the scheduled departure the flight was suddenly cancelled by BA without explanation when I was already at the airport The worst thing was the utter callousness that staff showed towards customers The ground staff's attitude was that they are merely third party agents not BA employees and therefore they quickly washed their hands of us all telling us we had to contact BA directly via phone if we wanted help They couldn't even provide us a phone number telling us to look it up on bacom So BA abandoned its passengers They did tell us that the BA departure to Heathrow had also been cancelled meaning there would be no further BA flight from Frankfurt to London that day although other airlines were still operating the route

but BA refused to rebook us on them The reason given for both cancellations was "technical reasons" No assistance or information was provided on our rights due to cancellation nor any information on help regarding food accommodation help etc Their attitude was literally that the cancellation had nothing to do with them and it was our problem not theirs I received an email an hour later notifying me that I had been automatically rebooked on an alternative flight 24 hours later which wasn't acceptable as I had to get back to London that night I rang BA's call centre and again they showed a high degree of callousness 95% of the halfhour call was spent with me waiting on hold with the phone just cutting off after half an hour and no meaningful information given to me by that point There was no attempt by the call operator to call me back when the line cut and I had a solid phone signal and wifi as I was still standing in Terminal 2 of Frankfurt Main airport even though my phone number is listed in my booking contact details They just don't care In the end I had to arrange my own return to London by taking a coach to Hanh airport which was 112km away waiting there for 5 hours and then booking an expensive last minute ticket with Ryanair to Stansted At least that flight operated on time and got me back to London BA is worse than a low cost carrier now',

'London Heathrow to Keflavik Iceland in Business Class on an A321 British Airways provides an unusual Business Class experience for intraEurope flights The seating is similar to most airlines middle seat vacant and little extra space but on British Airways the Business Class cabin extends to almost half the aircraft This makes it less than a premium experience at every step from boarding to onboard The WiFi worked for only half the flight and there are no refunds But when it worked it was surprisingly fast Service on this flight was very good and we got to Keflavik on time',

'Mumbai to London Heathrow in Business Class on an ageing B777200 This aircraft featured the older Club World flatbed seats They are comfortable there is enough storage space around the cubicle and the monitor screen is among the larger ones I've seen on airplanes BAs new Club Suites are said to be far superior competing with the best Bclass rivals The entire Business Class cabin had just 2 washrooms but it wasn't an issue on this flight since the premier section wasn't at full capacity There was WiFi on board fast enough to even send videos via messaging apps Service onboard was competent but the staff lacked warmth The food was alright and no more The biggest plus of this flight is that it gets out of Bombay at 110 pm in the afternoon instead of the ungodly early morning hours most international flights take off from

India The airport experience is far more pleasant at this time In summary British Airways provides a good but not spectacular Business Class product',

' Care and support shocking Written by a previously loyal BA traveller Lies and misleading unprofessional service Told that my flight was cancelled Booked on to next available flight in downgraded cabin from business to premium economy Called to ask why Told technical fault with my original flight My suspicion was another reason At airport check in staff said that not enough crew to staff original flight earlier in day Why take my money and allow me to book a flight which would have allowed me to get to work as a doctor in the first place How can you trust such an organisation to look after you as a flying customer',

' Flying A380 business class should be a pleasure but BA has made it a disaster with the worst seating and configuration imaginable How could any sane person could jam so many seats into a limited space and expect passengers to be happy Seats are narrower than economy on some airlines and you must face another person until a plastic screen is raised The Tv screens are the size of a medium sized tablet and the controls are behind your head in a sitting position There is no where to put anything except one small pull out drawer at ground level that can not be reached when seated nor accessed when sleeping The window seats and middle seats are accessed by having to jump over a passenger on an aisle seat and the seats are so low that they are hard for elderly to get out of The whole business class set up is a sick joke Eating is difficult because the seat is not close enough to the table and the tables are so flimsy that drinks can fall off Are there any redeeming features the answer is no If you like a little comfort avoid BA like the plague',

' British Airways absolutely does not care My reserved seat was change from an aisle to center seat for this overnight full flight and it was quite awful After enquiring at LAX check in the agent said sorry nothing we can do Onboard the flight the attendants seemed to try and finish the meal service at a racing speed with meals trays passed out with no proper questions about choice Then back and clearing trays and they disappeared to rest in the kitchen for hours after that No water runs if you need anything do not bother with the call bell as they simply ignore it I used to like travelling British Airways 1015 years ago but the bean counters have been in and lowered it close to a lowcost carrier I guess staff are badly paid from their terrible attitude and service My last trip to London was with Delta they are so much better than this very poor excuse of an airline that British Air has now become',

' My recent experience with British Airways was not just horrendous it was an utter abdication of responsibility on their part I arrived at JFK ready for my flight to Malaga only to find it had been cancelled with zero notice After a draining 2hour altercation I was finally placed on a different flight The nightmare continued when I landed in Malaga sans luggage containing essentials for my sons wedding Thirty agonizing hours later the bags showed up—but my brandnew iPad and a special watch for my nephew were missing The items weren't merely valuable they had emotional significance which made the loss even more gutwrenching You'd think a reputable airline would make amends for such errors Despite the clear mishandling of my baggage by their team they refused to offer any reimbursement or even a modest amount of airline credit Their customer service was not only ineffective but also astonishingly callous Their response was in essence Its your fault for trusting us with your belongings This isn't just poor customer service its a complete disregard for basic human decency and responsibility British Airways had numerous opportunities to right their wrongs and chose not to If you have any respect for your time belongings and emotional wellbeing avoid British Airways at all costs They not only fail to deliver on promises but also refuse to make amends when they err leaving customers to bear the brunt of their incompetence',

' This is to express our displeasure and concerns regarding our flight to Italy Our trip was effectively ruined by the failure of our luggage to arrive with us coupled with the length of time it took for it to eventually reach us 9 and 12 days Our departure dates June 19 2023 Flight BA 294 Chicago to London June 20 rebooked by BA on BA 546 London to Rome All flights were late On arrival in Rome my wife was forced to walk to the checkin desk because our reservation for wheelchair assist from the plane was never transferred by BA She was told by the cabin crew that there was no reservation for her transport Also our checked baggage 2 failed to make the BA rebooked flight from London to Rome BA took 9 days to deliver my bag and 12 days to deliver my wifes I called BA Baggage Claim Services daily I was frequently cut off after waiting on hold for over an hour We had Apple Air tags in both bags and sent pictures showing their exact location to BA Baggage Claim several times After 5 days BA stated that they found my wifes bag but needed to verify ownership Both bags as described had bright pink 4" easily visible tags and bright pink bows Taking 9 and 12 days to deliver them is inexcusable Our return date July 3 BA 553 Rome to London BA 297 London to Chicago All flights were late We arrived in Chicago more than 3 hours late missing our ground

transportation to our home in Michigan 3 hours away We had to find a hotel and stay overnight near Chicago On July 12 we filed our expenses for replacement of lost clothing and toiletries also for food purchased at Heathrow due to the flight delay and overnight hotel charges in Chicago After 2 weeks I went online asking for some followup on both cases but have had no response at all from BA We are retirees on fixed income and cannot fund BA's errors I can honestly say that the times I was able to reach a human being they were all courteous and attempted to help but appeared at a loss

' I flew London to Malaga on 27 August in Club Europe We stood around at Gate B45 in Terminal 5 for over an hour with staff giving very different reasons for the delay late inbound aircraft etc but the plane we boarded had been sitting there for more than an hour After boarding the captain stated that because they had changed planes there would be no meals served This is Club Europe and we received one small packet of crisps throughout the flight No effort to apologise We smelt the hot meal for pilots being heated and then saw it being served to them on a Club Europe meal tray Cabin crew also had warmed pastries and were very quick to use an air freshener in the front galley while customers received zilch BA sent an email the following morning to say sorry nothing else What a complete and utter rip off by an airline that is already cutting back on so many things I paid a full Business class fare did not receive any part of the onboard meal service and they expect an email to be sufficient Avoid BA if you have any other option nowadays they are the worst in Europe',

' I arrived at the airport about 25 hours before takeoff to have more than about time to get checked in go through security etc All that went without any issues Being that I was relatively early at the gate I was one of the first passengers there After some time boarding had opened First the business class got called up then families with children and disabled people A couple minutes into the boarding they started to call up people one by one by name Then there was an announcement they won't let anyone in anymore Me and about fifty other people were still standing at the gate not being let in The reason they said was that the plane was short staffed Later I discovered speaking to a manager that not only the flight was short staffed but also it was overbooked After the announcement people were getting angry because they wouldn't be let in anymore Nothing changed and everyone was sent away I had a connecting flight later that day that I was going to miss because I was not let on the plane First I tried to get my luggage back which I didn't receive imm

mediately but got a hold of later on thanks to the airport personnel. Then just like everyone who was going to fly with the same plane I wanted to talk to someone from British Airways. Since they don't have a service center at Frankfurt Airport everyone went to the checkin counters where we received food vouchers but not a single person was either able to rebook my or anyone's flight nor get anyone refunded. All the staff said was that we were going to receive an email in a couple hours with options to rebook the flight or get a refund. I waited four hours for the email at the airport that did not come until today. Trying to call the airline did not help either because they did not answer the phone or hung up in the middle of the conversation. After the four hours of waiting for the email me and some other people from the same flight went back to the checkin counter to get a confirmation from them that I will receive a refund. Being that there was a new shift the personell did not know what had happened. When they scanned my passport and looked at the flight they found out that the system was dying that it was my fault I could not attend the flight. It looked like I had missed it. For everyone standing there with me it was exactly the same. But the people at the counter said they could not do anything about it. Later on we were able to speak to the manager after many phone calls he said they were going to take care of it. We are supposed to get an email at some point in the future. I was not able to get a written confirmation that I will get refunded even after several times asking for it. I already flew a lot of times in my life but never ever has such a thing happened to me. Not only that me and so many other people were not let into the plane but also the customer service being so horrible that they were not able to rebook or confirm a refund in any way. In the end the only option for me to get to my destination would have been to book a last minute flight for a lot of money which I would not know if I ever got it backed',

' Filthy plane cabin staff ok appalling customer service staff who couldn't care less when dealing with a complaint. Paid extra for club Europe business class. Food was poor they gave you wipes to clean your seat area yourself and we were split up so they could accommodate families. Not really what you expect when you pay for the extra service. Will be cancelling our other bookings we have with BA even if that means we lose our deposit',

' \xa0 \xa0Chaos at Terminal 5 with BA cancellations and delays and staff give different reasons depending on who you ask. 9 out of 10 answers were lies. Sadly BA airport standards at T5 are worse than ever and we are long past being able to use Covid as an excuse. As a short haul club Europe trip I

expect very little from BA any more and they barely even provide that with cutbacks during Covid that are now permanent. If you can find an alternative carrier on the same route choose them rather than BA. Sadly on my route BA have a monopoly',

' As always when I fly BA it was a total shambles. I was booked Manchester London Madrid BA first leg and Iberia 2nd. I try wherever possible to avoid BA however the Manchester London was late however I ran for my IB flight and got to B gates just as boarding started. Being Group 1 I went to board and the gate sounded an alarm BA had removed me from the IB flight to a BA flight 3 hours later. As BA had reissued the ticket IB could not put me back on the flight so 3 hours wasted because of BA's total incompetence. This airline is a total disgrace the crew were not nice typical BA crew oh im so fabulous I dont need to be nice to paying passengers club europe cramped and terrible food ',

' First time using BA business class but we were pleased with the service received. No one was waiting at check in bag drop and through security in 2 minutes. We used the lounge in the b gates area which we found quiet with plenty of food and drink on offer. Boarding was quick and the cabin was on a 1x2x1 layout with 12 seats although there was a larger bc cabin behind that had about 30 seats. Again food and drinks were plenty full and good quality. Service from the cabin crew was excellent and the cabin manager Lauren even made up a birthday card when she found out it was my wife's special birthday. Departed early and arrived at JFK early as well. The only thing that I disliked was paying £117 each to select our seats and no free wifi',

'Not Extremely rude ground service. We were nonrev flying and London was our connection layover. Gate agent was extremely rude and forced me to check my carry on suitcase with the explanation that it was "oversized". However when I put it in the sizer it fit perfectly without force. The plane was not fully booked and had lots of room overhead. The gate agent was insistent and rushed us with no regard for the fact that we would have to redo security in order to get our bags again as we were switching airlines and needed to carry them on due to our nonrev status. The flight itself was good attendants were polite and helpful. No complaints there. Just extremely unhappy with the gate agent service. I understand that it is not a pleasant job and frankly I would not be employed to work there either but that does not explain why we had to be inconvenienced with no fair explanation or attention',

' My son and I flew to Geneva last Sunday for a skiing holiday in Les Arc. The flight was cancelled moments prior to b

boarding and we were transferred to a flight departing three and a half hours later that then got delayed by a further three hours. They didn't load any food on to the plane and forgot to load the baggage for all the business class passengers who had been on the earlier flight. Problems happen, it's a complex operation. What is totally unacceptable is the service one receives when there is a problem. The offshore call centres are unhelpful and obstructive, wanting to fob off issues by getting the customer to call special help lines that merely refer one to a webpage and then cut off. The web pages are often unable to give information as they are not updated and often refuse to update your inputs at this time please try again later. There is no access to people that are willing to help, empowered to help or actually move a situation forwards in any way. We've been sitting in a hotel waiting for the bag to arrive for two and a half days, unable to ski due to our entire wardrobes being in the cases. The outdated luggage tracking system had the suitcase in Geneva 2 days ago where it sat with no one willing to step up and get it delivered. What an incredibly heartless and incompetent company',

' For the price paid, bought during a sale, it was a decent experience although the club class business class seats offer no more legroom than economy class using shorthaul fleet on a 4 hour flight. Fast track through security was not honoured. The lounge at Istanbul airport was overcrowded as it is also open to the public who can pay for usage, causing a long queue for entry which was badly organised. Boarding was smooth, cabin crew were friendly but their service was hit and miss. Eg some people got a "welcome" and some didn't. Half of the cabin was automatically offered coffee after dinner but not the other half. However drinks were replenished generously and regularly and the meal was good with a choice of three mains from the menu',

' Flight left on time and arrived over half an hour earlier than scheduled thanks to strong tail winds. The flight was full but no catering had been loaded for economy passengers at Heathrow so for 3 and a half hours we only had a small bottle of water and a small packet of corn snacks. Nothing at all available to even buy to eat. Worse than a lowcost carrier experience in this sense. One of the light panels overhead the seats towards the back of the plane was broken and loose and just hanging above the unfortunate passengers' heads for the whole flight. Poor maintenance of cabin. I would choose another airline on this route in the future as one of their competitors offers full meal service on this route even in the economy cabin',

' Very Poor Business class product. BA is not even close to

the other airline leaders Which ever way they sell the seat on a 777 it is a 242 layout The cabin feels and is very cramped The food in business class is economy quality just served in a china dish However the price of course is at premier levels The only positive of the whole flight and return were the cabin crew who were fantastic I felt genuinely sorry for them having to try and flog such a poor product Would I fly BA business again only if there were no other options and I had no choice',

'Not This review is for LHRSYDLHR BA015 and BA016 Business class had a 121 configuration on 777 giving space privacy and easy aisle access Seat reclines into comfortable flat bed Good quality pillow and duvet Privacy with sliding door Good storage space around the seat and charging point Flights on time no delays Gluten free meals were very poor in quality and presentation Warm processed meat between two bland slices of GF bread apparently is a business class breakfast On two sectors the main course no choice offered was bland fish which was served in a single small tray covered with foil in business class Condensation had formed as the dish was reheated probably from chilled so the offering was sitting in a weak watery liquid One crew member appeared genuinely apologetic as they meekly served one meal Do BA also serve the same GF offering in economy economy plus and first on a long haul flight My advice if GF take your own food or dine in the lounge if you are in the care of BA for 24 hours My travelling companion had very good regular meals or so they told me with a choice of main course on the same flights Crew gave the impression that they were doing a job covering the basics and rather than welcoming and engaging Usual hospitality industry waffle about service but little of substance delivered',

'Absolutely pathetic business class product BA is not even remotely competitive with other International airlines in the business class market With old outdated 8 across seating no I did not make a typing mistake you either have to climb across someone or someone has to climb across you to gain aisle access The crew must also hate this layout since they have to reach through little window openings to provide service to passengers in the 2 center seats BA like most other Europeanbased airlines does not have a factual IntraEuropean business class product even though they promote sell business class IntraEurope flights feature the same 33 seating throughout the aircraft the only difference being the middle seat is left empty in business class passengers get a meal drinks but this does not justify the higher cost BAs Transatlantic business class product is only slightly better because of the narrow 8 across seating The biggest surprise

on both the LISLHR LHRIAH flights was that BA has in fact substantially improved their food quality Shocking Unfortunately it is served in the WORST business class configurations of ANY International airline I have flown The entertainment system small screens my laptop screen is twice the size is like an airline offering 2 decades ago The flight crew was pleasant perfunctory which is about the best one can expect from a BA crew BA will simply never match the quality of carriers like Singapore Emirates Qatar Etihad EVA ANA Japan Air New Zealand Qantas or many others BA can compete with USbased airlines like Delta American United which are also not even in the same Universe in terms of a highquality business class product One of the biggest slaps in the face is that BA expects business class passengers to pay to select seats even though they have paid thousands of dollars to fly business class Several hundred US dollars for Transatlantic flights Only if you wait until 24 hours before flight time are you allowed to select a seat at no cost Certainly another BA Management decision that was made without a functioning brain',

'Not Overall not bad Staff look tired and overworked trying their best Weird seats I was in 21G going and 21D going home The buttons to press for the seat recline are so stiff I had to get help on both flights to get them to work There is another button also very stiff to bring the "leg rest" out This is an awkward thing which doesn't come up far enough to be of any use at all for your legs but just obstructs your feet really Again I had to get help to activate the very stiff buttons At one point the lady next to me was pressing the buttons for me while I tried to recline sit up or put the "leg rest" back We gave up and called the flight attendant who also had trouble BA please give this some maintenance Food only one out of three menu choices available by the time it got to me in Premium Ec It was pasta and was not too bad A Christmas Turkey Dinner was offered but why not load more if it is so popular that it is not available 10 minutes into the meal service "Breakfast" was an unidentified soggy pastry thing in a cardboard tube It was disgusting same offered on return journey A cold pastry and fruit would be so much nicer The tea and coffee was hot at least Overall I would say Air Canada provides a much superior Premium Ec service than BA I won't choose BA again',

'This was our first flight with British Airways in over 13 years and as usual I couldn't fault them As we were connecting we had little interaction with ground staff staff in the lounge were friendly and helpful Cabin crew on the flight were great very welcoming and friendly Our meals were delicious no shortage of drinks being offered The seats were

economy seats with the middle row blocked off and some recline. We arrived into Stockholm a little early through a snow shower which was a nice welcome back to Stockholm. Bags checked in at JFK were delivered safely within 20 mins of arriving',

'I recently encountered a highly disappointing experience with British Airways specifically regarding their customer service. After my initial flight leg was canceled I was rebooked with a connection at London Heathrow reduced to a mere 1 hour and 30 minutes. Realizing the impracticality of this I promptly contacted British Airways within 10 minutes to request a more reasonable layover of 34 hours. Shockingly the customer support representative flatly refused citing an inability to change my flight. Despite explaining the logistical challenges of a short layover and a terminal change requiring additional security procedures I received no assistance. To add to the frustration the representative inaccurately noted on my account that I was presented with multiple options during our conversation. Moreover the use of military time format and the lack of initial options provided only exacerbated the communication issues. Both phone and email support proved equally incompetent and I was informed that customer service is outsourced to India allegedly contributing to the subpar service. This experience has left me not only struggling to rebook my flight but also with a strong resolve to avoid British Airways in the future. The lack of assistance, blameshifting and overall incompetence in customer service make it my worst experience yet. I strongly advise others to steer clear of British Airways and their appalling customer service',

'Not. Beware BA don't provide any refund due to a very serious medical reason. My father was diagnosed with a severe heart defect a couple of weeks before his flight date and BA refused to give any refund as this was not a good enough reason. We sent them a medical note from his doctor saying he is unfit to travel due to potential heart failure and needs to have heart surgery as soon as possible and the operator totally dismissed it. They said the only thing they can do is change the travel date within a year. Heart surgery recovery takes months and it's highly unlikely that he will be able to travel within the year meaning he would lose his ticket and money. They said they can't do anything to help not even change the name on the ticket so someone else can use the tickets. The most ridiculous thing I've heard',

'Check in was chaotic and badly organised. Even though there were two desks one for premium and one economy there ended up being just one queue in front of the premium check in even though most passengers in it were economy. That meant t

hat those travelling in club or with higher status had no separate queue to join Whilst I was waiting in line another passenger went up to query and we ended up forming a new line in front of the economy check in desk for premium passengers unnecessarily badly organised the staff in charge should be retrained Security at the airport was very quick and through to the lounge This is a generic airport lounge for all airlines and it is actually quite good overall Nice layout and seating options reasonable food and drink options and an outdoor terrace which is really nice Boarding was very well organised although quite slow to get everyone on board but the flight was probably only half full and we still departed early so I think they felt no rush and it actually made the boarding experience nicer and more relaxed On board the club Europe seats are fine by European business standards although as previously commented are really not very good overall the meal service was disappointing As is normal BA do not stock enough of the proper meal option when the options are so limited and varied in quality BA really should stock enough for everyone to have the good meal Sadly they had run out by the time they got to me so I had the option of vegetarian sausage or a salad I wanted a hot meal so went for the sausage and I can honestly say it was one of the most disgusting onboard meals I've ever had in any cabin class rolling some mush similar consistency to mashed potato into a sausage shape does not make it a sausage BA you need to improve the meal options make the vegetarian meal something you specifically have to request in advance and offer all passengers a choice of two decent meals then people will not be left with such a substandard alternative when their first choice runs out Whilst I hadn't planned on using it the on board WiFi was not functioning so was not available to use Overall though the flight was fairly comfortable and the cabin crew were very friendly and efficient I used avios to pay for the flight so it was obviously good value for money for me',

'Not All 4 of our flights were fine in terms of comfort punctuality and service I feel safe with BA and that is my main reason for booking with them even though I could travel with other airlines more directly On our return flight AT LLHR we skipped the evening meal preferring to sleep and we're looking forward to a hearty breakfast prior to arrival at LHR Sadly we were seriously disappointed To serve a chicken sausage in a wrap for a business class breakfast is just unacceptable Does BA actually pay experts to design these breakfasts Low point on an otherwise good trip',

'cNot I had hoped this would be a good review but unfortunately it won't be I flew business class from LHR to PDX

on the BA nonstop It was a 787-8 series aircraft The flight attendant specifically mentioned it was eight years old as he recalled flying it when it was brand new The business class seats were abysmal My seat was at the window facing backwards With the divider down which had to be in that position for boarding taxi takeoff and landing I was literally just a few feet away from the person in the aisle seat who was facing forward We both couldn't help but stare at one another It couldn't be avoided It was horrible The service wasn't all that good either The flight attendant did a pre-dinner drink When she came back to ask for my choice for dinner she said none of my selection were left I was a little upset as nothing else appealed to me She then came back later and said the other part of the aircraft had more of the meal selection I wanted I'm not sure why they didn't coordinate that to begin with I was NOT offered any wine or other drink with dinner The meal was put down in front of me and the flight attendant never came back other than to clear the tray Overall this flight was not very good I flew over on American and back on BA and paid 6000 roundtrip I'd fly American again My preferred carrier is United or Lufthansa I'll never fly BA again',

' I was going to fly to Frankfurt from Glasgow over London but the flight from London to Frankfurt was cancelled This meant I had to stay overnight in London where I have no accommodation etc As I was rebooked to a flight from London City airport which was more than 2h by train I had to get an uber and then take a hotel for £250 in total London prices I was reassured over the phone that I would get all the money back My flight from London city airport was then cancelled again and rebooked to London Heathrow but two days later I then cancelled that flight and rebooked a new one with Lufthansa as I urgently had to get to work and needed the money I never received the money back for the hotel compensation for cancelled flight 1 compensation for cancelled flight 2 the extra food I had to pay for the uber or the actual cost of the flight I was first transferred 3€ by British Airways They stopped replying to me and told me the issue was weather conditions although other nonBA flights were going I lost over £700 in total and never got compensated for the loss of a work day either It just really feels like they don't care about people Worst service airline ever',

'Much better experience this time around Flew CPT to LHR on a new A350 Checkin was efficient I used the Bidvest lounge at CPT as it is better than BAs lounge Boarding was speedy The new business class club suites are very good Slightly irritating to be directed to the wrong seat 1A instead of 1K which meant that after settling in the passenger in 1A sh

owed up We arranged a seat switch Second time in a row it has happened Why cant BA staff memorise which side of the plane is which and get it right Captains announcement was short and on point Welcome drink was served at the correct temperature ie cold first time ever for me previously BA has always served the welcome champagne warm IFE system was good everything worked as it should Felt slightly cheap that business class passengers have to pay for wifi I did not bother Cocktail was good The nuts came on a cheap plastic tray which was naff other airlines bring out something classier A female flight attendant came to take my order and I asked for Rooibas panacotta and the chicken breast She repeated back to me so you want a P and a C It was such a bizarre thing to say that I misheard I thought she said so you want beef and sea Confusion reigned until she explained to me she had a checklist of passenger orders and they abbreviate to first letters so she was saying P for panacotta and C for chicken But how bizarre to repeat back an order to a passenger in code Why not just say so to confirm panacotta to start and chicken as your main dish like every other restaurant airline does in the world The internal coding of food ordering is exactly that internal She even looked irritated at me that I did not understand her jargon first time The food when it came was excellent Much much better than recent flights I read somewhere that BA changed caterer If so it shows The panacotta was superb as was the chicken good restaurant quality The wine was OK to good but definitely not good to excellent I feel that while the food has got better in BA business class the wines have got worse Certainly compared to Air France which I have also flown recently The wine was brought out on time not after I finished eating as it was last time I flew BA business Cheese was also good and not teeth crackingly cold as last time I had a good nights sleep Plenty of snacks out if you wanted them and they did not run out Breakfast was excellent and the coffee was hot previously it has been lukewarm So all in all a vastly improved service offering The staff seemed rushed off their feet it would not hurt to have an extra flight attendant to look after so many business class seats Overall summary vastly improved passenger proposition It would be 1010 but I deduct a point for showing me to the wrong seat and another point for the bizarre interaction with the female flight attendant who repeated my food order back to me using internal jargon codes',

'Once again a terrible business class experience with BA The flight was delayed by 45 hours The plane was very old with problems with at least 4 of the seats in business class not cleaned properly prior to departure Food was terrible a

s always with BA and only one choice available from advertised menu As a result of the delay we missed our connecting flight from Heathrow and instead of putting us on the next connection they chose the second last flight of the day which was also delayed by over an hour meaning we had an additional 4 hour delay whilst at Heathrow At no point were we advised about our compensation rights despite asking at check in and connections or provided any vouchers during the delays Having flown Etihad Qatar and Virgin business class equivalents over the last year it is clear to see how big the gap now is between BA and its rivals ',

' BA A380s are showing their age hopefully they will update the interiors soon because it was a let down especially when the flight lasts 11 hours Cabin crew were good and helpful Dinner was ok but the breakfast was grim On board entertainment was not the latest and seat back USB ports didn't work The only upside of BA is that it is only 1 of 2 airlines who fly this route directly and their pricing reflects this if you're prepared to lay over then there are better airlines out there',

' \xa0 \xa0Credit to BA Flew to Singapore recently and also back from Doha to London and both experiences were great Service was fantastic as was the quality of the food entertainment and was left feeling BA have got it together after a few previous below average experiences You definitely notice the difference with the staff on BA Far more approachable and outgoing compared to the cold and corporate middle eastern airline crews Nice one BA for 2 great flights',

' \xa0 \xa0The check in area for premium classes at Gatwick is very nice and there was no queue when I arrived so I was able to drop my bag very quickly Premium security at Gatwick is fine The flight was delayed due to NATS issues but the member of staff on arriving at the lounge let me know of this The lounge is nice and it's very comfortable There was an excellent range of food and drinks All the drinks you would expect Food wise there were sandwiches soup pasta salads fruit Spanish stew as well as turkey and ham pies with mashed potato roasted parsnips and carrots and gravy It was all really good and particularly nice to see so many options Boarding was pretty slow although the gate crew did a good job to keep it well organised and allow priority passengers to board first As has been well documented the onboard experience in terms of seat on BA Europe business is pretty poor but in line with other European carriers sadly That being said the seat is well padded and comfortable and the adjustable headrest is quite good The on board catering was of excellent quality I was lucky to get my preferred option of the roast turkey but several people sat near me weren't

as lucky I do understand that meal options may run out but when the meal options are roast turkey with all the trimmings vegetarian cottage pie or a chicken salad you really should be stocking enough for every passenger to get the proper meal. Or failing that allow an order in advance service where you then only stock the meals that people want to eat. Whilst I fully support the desire to minimise waste both food and cost people really should really be able to get the ideal meal option. Unfortunately one of the people affected reacted very badly to this and took it out on the cabin crew which is unacceptable they also lost a bit of perspective about just how serious a situation it actually was. The cabin crew were very nice friendly and professional if a little slow but not to the point of detracting from the positive experience I had. The ground service at Gran Canaria was pretty poor priority bags clearly meant nothing 95 of bags coming out were not priority mine came out about halfway through bag delivery and demonstrates poor delivery of service and not fulfilling on the service they promise to their customers. Overall though it was a very nice flight and having paid for it using avios and £1 I cannot complain at all',

'The flight took off a little late due to Heathrow congestion but still landed on schedule. Boarding was smooth and the onboard service was efficient. A small snack was served for free with a bottle of water. Additional items were available for purchase. The cabin and toilets were very clean. Overall an unremarkable flight but in a good way',

'BA is great in the air. But they sell you connections through London Heathrow Terminal 5 their private BA-only terminal which you are practically not able to make 90 minutes stopover time. European flight inbound transatlantic flight outbound you arrive at the terminal gate ON TIME and book security. Endless line slow process. Your boarding starts and you are nowhere near the X-ray and then it is a train ride within the same terminal but different distant buildings. Almost impossible to make. Lots of stress',

'I had broken my leg 2 days before our return flight from Lisbon to London. I called to get some assistance from British Airways hoping for wheelchair assistance, an easier seat to get to or possibly an upgrade so that I could stretch out my broken leg which was in a cast. This airline failed on all fronts. Quoted us a price of €6000 each. I was traveling with my husband which we could not do. Almost didn't let me on the plane trying to interpret my medical report. They did not attempt to change our seats which were near the back. The single concession they made was to allow me to board 1st but did not offer a wheelchair so I had to swing myself down the aisle to my seat using the arm rests of all 21 rows b

efore my seat as the aisles are not wide enough for crutches. Might I add I am nearly 70. Had to exit same way. No wheelchair waiting for me at Heathrow. Had to hop onto bus with crutches to change terminals and nearly took a tumble doing so. Took so long to get a wheelchair that they had to hold my connecting flight on another airline for me and we were last to board. That flight had allowed us to upgrade to business class for a reasonable price and took great care of me',

'Check in at MIA straightforward. BA use American flagship lounge near gate D30 which is excellent. Flight delayed but only by 1 hour. Boarding chaotic. On board staff were fine. Seat was fine too but product ageing. Post take off service prompt. Slept for 6 hours. I noticed that in club world BA have ditched rose champagne which is a shame. Pre arrival breakfast was ok. Slow to deplane. Luggage off ok',

' \xa0 \xa0Never I saw such a terrible customer experience. The plane landed already 30 minutes late despite any operational delays. The boarding took over 1 hour because the crew did not know where to place the luggages. After this long 1 hour boarding process the captain did not apologise. This is extremely frustrating when this occurs on a night flight forcing passengers to lose train connections to home',

' Having not flown with BA for a few years I read some of the reviews in preparation. Needless to say I boarded this flight with low expectations. I was pleasantly surprised as the flight was ok. We left LHR a few minutes early and arrived at JNB ahead of schedule. Cabin crew although not as good as some carriers were attentive and professional. Onboard catering was a disappointment as if you were unlucky to miss out on the chicken you were given a very sloppy pasta. On board entertainment has never been BA's strong point and sadly that hasn't changed. Unfortunately BA is not the prestigious carrier it once was but it's not as bad from my experience as some reviews suggest',

'Dear Community I feel compelled to share the utter frustration and disappointment that defined my recent travel experience with British Airways. Buckle up folks this one's a rollercoaster. On July 16 and 17 2023 I had the displeasure of flying with British Airways on BA709 and BA7 and let me tell you it was a nightmare. The initial flight from Zurich ZRH to London LHR on BA709 faced a seemingly unavoidable one-hour delay upon arrival at LHR. This of course resulted in me missing my connection to Tokyo triggering an automatic rescheduling of my flight to Tokyo HND via Beijing with Air China. Oh but the fun didn't stop there – flight CA183 was also delayed turning my 16-hour delay into a grand total of 23 hours finally arriving in Tokyo at 2300 instead of the promised 710. And the cherry on top. My four checked-in suitcases dec

ided to take a detour and didnt join me in Tokyo forcing me to waste an additional two hours filling out forms at the baggage center I finally got my lost luggage back on July 23 because why make it easy right But wait theres more My return flight from Tokyo to Zurich BA8 on August 8 also danced to the delay tune making me question if punctuality is just a myth for British Airways The cumulative impact of these delays torpedoed my vacation plans stealing a whole day of scheduled activities including a guided Tokyo tour As if that werent enough I had to dig deeper into my pockets for unforeseen expenses—extra airport transfers tour operator assistance fees emergency purchases airport meals and international calls for rearrangements The lack of assistance at LHR airport was the icing on this bitter cake Installing the BA app just to get basic information about alternative connection flights was a hassle and the fact that no BA clerk could provide this info in person was downright infuriating British Airways youve left me with a sour taste in my mouth and a dent in my wallet Heres hoping you take this feedback seriously and step up your game because right now its not a good look Frustrated and fed up Bert',

' Quick bag drop at First Wing but too many passengers so had to use fast track security in main terminal Direct entry to Concorde room outside security south Ate excellent breakfast which was served promptly Concorde room is a nice place to wait for a flight there is some interesting memorabilia and an excellent bar Boarding from c gates was disorganised and slow On board cabin crew excellent Good choice of beverages and these were of high quality Food was good Seat comfortable No first bedding provided On time arrival into Miami Baggage took 1 hour to arrive',

' 4 Hours before takeoff we received a Mail stating a cryptic message that there are disruptions to be expected as there is a limit on how many planes can leave at the same time So did the capacity of the Heathrow Airport really hit British Airways by surprise 4h before departure Anyhow we took the one hour delay so what but then we have been forced to check in our Hand luggage I travel only with hand luggage to avoid waiting for the ultra slow processing of the checked in luggage Overall 2h later at home than planned with really no reason just due to incompetent people Service level far worse than Ryanair and triple the price Really never again Thanks for nothing',

' I recently had a delay on British Airways from BRU to LHR that was due to staff shortages They announced that there was a 2 hour holding delay but they would board us immediately in hopes of clearing the gate and leaving early We had to wait the full 2 hours inside the airplane The plane was

old dirty had no power at the seats The staff provided a small bag of pretzels and 250ml of water to the passengers for 2 hour delay and 2 hour flight There were no options to purchase food or drink There were no entertainment options available I am a OneWorld emerald elite member but they do not upgrade members based on status First class lounges at Heathrow are overcrowded understaffed and poorly equipped The help desk is completely unhelpful when an error arises with delays and cancellations even when having the top status The Avios points system has been devalued to near worthlessness and requires fees to book reward that nearly equal the price of the revenue ticket British has lost its way in recent years and has moved from a worldclass airline to a budget airline with much worse service and timeliness than Ryanair or EasyJet',

'Not Boarded on time but it took ages to get to the runway due to congestion Flight was smooth and quick Snack and drinks were good for a short flight Landed only about ten minutes late One bag of three left in London forms quickly filled in and the bag was delivered the next morning',

' 5 days before the flight we were advised by BA that it had been cancelled and asked us to rebook There were flights 1 hour before and 1 hour after our original flight but they made us take one 3 hours earlier Our original ticket and the return flight a week later included a checked bag When we arrive at Heathrow to check in we are told our ticket doesn't include a bag and we will have to pay 75 pounds each to take them We explained that the original ticket had the bags and when they checked the system they confirmed that it did but not this one They would make no effort to sort it out and just told us to pay up or they would remove us from the flight So we had no choice but to pay up thinking it should be pretty easy to get a refund 15 months and 10 emails later we have still not seen a penny Every time I ask where my refund is and state how long we have been waiting I get an inane email saying some departments take longer than others to respond Absolutely hopeless airline to stuff up the booking in the first place and even worse customer service to not even attempt to solve the problem at check in even when they could see the mistake THEY had made in their system compounded by being unable to investigate a very simple claim and refund me 150 pounds in 15 months',

'Not \r\nWe traveled to Lisbon for our dream vacation a cruise to Portugal and Spain Our friends did not EVER get their luggage It was a two week cruise Two weeks without a change of clothes or her CPAP machine Contacting customer service was a nightmare We never talked to a real person Very little effort was put into getting them their bags In one p

ort we were on the ship and the bags were at the airport The airlines did not deliver the bags nor did they tell our friends that they needed to go get them The airline couldn't be bothered to take the bags from the airport to the ship BA says it is their policy to get you your bags within 72 hours That is a joke It's been over two weeks and they still don't have them They are back home in the US and last they heard the bags were in Lisbon If you have a choice do not fly British Airways Customer Service is non-existent',

' Booked a flight from Bucharest to Manchester with a 2h 45' layover at Heathrow Flight was delayed from Bucharest because of ATC strike Arrived at Heathrow 40 minutes later than scheduled and still had enough time to catch my connecting flight Unfortunately we were stranded in the plane and waited a very long time to disembark the plane due to lack of staff or slot shortage it's a common problem with BA at Heathrow I missed my connecting flight because of their delays and they told me I had to wait all night in a freezing airport for the first flight the next day There was just a shameful 10€ food voucher which is a joke considering the ridiculous prices at LHR No accommodation offered and had to sleep in a very cold airport I asked for compensation and they sent me a long text with the same lame excuses that they are sorry but they will not compensate anything I can't imagine a worse airline than BA regarding customer care It is not about money here but rather than the way they treat customers It is the last time in my lifetime that I will be flying this joke of an airline',

' Booked online months ago and the only hitch was replacement aircraft meaning chosen seats were different I was informed of this prior to departure so could amend Bag drop at MAN T3 wasn't smooth but I suspect that was MAN fault Shuttle boarding was slow and delayed meaning a rush at LHR T5 The flight to CPT was full but we left more or less on time The cabin was clean and PE was what we expected sufficient leg and arm room plus a few little perks with drinks Only complaint is the seats actually recline too far Staff were very good during the first few hours of service especially George Food was quite tasty but one option wasn't loaded Breakfast was also quite tasty and we landed on time The flight in the continent is both our cases arrived late on the carousel and only later did we notice both had been broken into likely at CPT All in all a pleasant surprise',

' The flight was on time The crew were polite It was the same story on my outward flight I find that BA in Europe is generally pretty good though I regret that they have substituted Prosecco for Champagne on the list of drinks you can buy in economy So many complaints about BA and other airlines

es revolve around lost luggage that I never check in bags even for long trips',

'Not Angry disappointed and unsatisfied My route was from London to Atlanta My suitcase was not boarded therefore not landed with me For both comfort and safety reason a bag always fly with its passenger and that did not happen Claims and few phone calls were made by desk assistants who answered my questions unprofessionally and miserably Certainly I was left with nothing but my backpack which contained not more than few snacks Neither clothes nor anything else was ever provided as an apology Meanwhile I was also told that my bag would have been delivered through the next 24 hours which also did not happen British Airways is a great airline to fly with but its organization when it comes to customer service is poor and uncertain Still waiting for my bag',

' As an infrequent flyer British Airways was always my first choice With some reassurance and comfort of service quality luggage allowance etc In fact I've never flown with the budget airlines My most recent flight has now changed my view and causes me to reflect on what am I actually getting for my money and is BA what they once were While the flights were around an hour delayed both ways the cabin and ground staff service were ok It is the facilities or lack of that I am most disappointed by The flight was Approx 4 and a half hours and the only thing offered was a half cup of water that was poured out and a bite sized banana slice of cake In fact on my return journey I wasn't even offered the water To top it off BA no longer have a media screen from which you can select something to pass the time away There wasn't even the obligatory flight journey The WiFi was poor I couldn't even access the shop However for a fee so much more was available This explains BAs record profit of £152bn So the question is what am I paying for I will now for sure opt for the budget airlines They are transparent with what they offer and what you have to pay for which I can decide to choose or not As BA now stands for Basic Airways I'll go elsewhere and get basic for cheaper',

'Not A totally unremarkable flight on time as comfortable as European configuration goes No catering due to the storm effect greatly exaggerated This was advised by email and a euro 15 was provided not easy to use but lounge made up for this loss',

' 1 Ground crew in Heathrow left 60 passengers luggage We had 3 bags 2 The Heathrow ground crew left 1 of ours behind after the 1st two were received the next day 3 The Heathrow ground crew lost our 3rd bag 4 times and we were on the phone with them for over 3 hrs over the course of the week 4 Due to this we had to spend 500 on health and beauty items f

or my wife on our cruise 5 British Airways said they MIGHT reimburse after 3 months 6 We had to spend 100 in cab fare to Barcelona because the Barcelona ground crew Iberia claimed they had delivered it to us 7 Heathrow ground crew made us 15 minutes late arriving back into Heathrow after our cruise We actually landed 10 minutes early but those incompetent people still were not ready for us 8 The Heathrow ground crew caused us to leave 45 minutes late even though ALL passengers were boarded and ready 15 minutes before the departure time This will probably mean we will miss our connection in Anchorage BA clearly does not care or know how to operate a ground base shameful BA is a joke and should be embarrassed they can't operate like a normal airline They do not grasp the concept that even a small hiccup can cause mass ripples of chaos to other people',

' London Heathrow to Gibraltar on 24th October 2023 I shall start by reference to the booking process I used the BA website to reserve the seat and food the website to be easy to use and clear in every aspect The flight was due to depart from terminal 3 but the passengers were bussed for a good 15 minutes to a different part of the airport where the aircraft was on a stand When boarding the flight the cabin crew kept a very low profile and this was maintained during the entire flight The captain made 3 brief announcements during the flight There was no inflight entertainment The seats were clean and comfortable enough for a short flight The lack of catering was overt Other than a tiny bottle of water and an inedible "breakfast bar" one had to use an online system to order even a drink and of course pay for it too The passengers next to me could not use the online system as it does not seem to work and the cabin refused to sell them a coffee because of this fault Moreover the USB charge points did not work either Given the early hour of the flight it is a poor show that there are not even for sale items available from a trolley service The system BA have in place is not good enough The flight arrived on time The disembarkation was inefficient though and poorly managed and the crew were not to be seen The crew were wearing the new BA uniform and it seems to reflect a downward trend of the airline To be candid there was any difference between this BA service and that of so-called "budget" rivals On this route BA have a monopoly and so I did not have an option to use the services of a different company',

'First time flying British Airways and I would not hesitate to fly economy with them again Flight attendants were pleasant and efficient Excellent special meal low sodium Comfortable space in economy One of my better flights',

'Not I flew London to Cairo and return in October 2023

It was basically a perfectly good pair of flights in Economy with pleasant and professional cabin crew especially on the return journey. Being only 173 cm tall I have no problem with legroom in the back of the plane the seat was OK if getting a little numbing after 5 hours and the return of a rather good included snack box and drinks was welcome. However it must be said that the value for money was poor with a checked bag on the return leg only this was a nearly £700 ticket. And although I am content to pass the time by reading or sleeping it was surprising to find no inflight entertainment on 5-hour flights. However overall I would still recommend BA and would do so even more enthusiastically if it was more sensibly priced',

'Not Absolutely the worst experience ever. Flew into Heathrow no problem. Waited for 5 hours three extra hours for our connection to Porto then they cancelled the flight. Scrambled for a hotel and a new flight the next day. They routed us through Madrid the next morning. That flight was 15 hours late so we missed our connection to Porto. Because we missed the connection their fault they cancelled our return flights. After two hours on the phone with customer service from the Madrid airport they booked us a new return flight then they made us pay 1300 to fly from Madrid to Porto. Then for no reason they cancelled our return flight again. After hours and hours and hours with customer service we finally got a return flight five days after our original return flight. Meanwhile they lost my wife's luggage. We finally got 15 DAYS after they lost it. Return flight. More problems with our reservations. At no point was British Airways helpful. They left the onus on us to fix their mistakes at every turn. They completely ruined a three-week vacation and they don't care. They wouldn't even let us speak to a supervisor or manager. Awful bordering on passenger abuse',

'Not \xa0 \xa0 Flew back from Malta after scattering our sons' ashes at his favourite spots. When we boarded the aircraft for our return flight my wife became upset. A member of the cabin crew noticed this and immediately spoke to my wife and tried to reassure her. Her name is Tracey an exceptional crew member. I noticed she spoke to other travellers in a courteous manner and was friendly. Each time she passed my wife she asked how she was and would she like anything. This kindness made a difficult time easier for us both. Aircraft seats were comfortable and service good for a 2hrs 45mins flight. Thank you BA',

'Not Cabin luggage had to go to cargo even when I said I carried medicines. There was no time to get them out the hand luggage. The economy seats with Virgin Atlantic, KLM and even Ryanair have more space. Luckily it was a short flight',

' I have been using BA for a while now and on average I cannot say that I am pretty satisfied BA somehow experience cancellations and delays most of the time Second the inflight service is usually weak Food portions are small and cabin crew is not very helpful especially when it comes to drink requests The screens in the A380s should be renewed as they are full of scratches and same size as A321s Especially in longer flights the entertainment system becomes more important There is also no welcome package except for pillow and small blanket I would expect more from BA If you are flying from the US to anywhere except the UK I would recommend considering other airlines But if you are flying to/from UK directly then BA could be one of your choices',

' I flew from Istanbul to London in Business class For more than half of the flight a child was watching an iPad very loud with no phones plugged in it was three rows in front of me and disrupted my flight as I could hear it above my headphones Staff thought this was fine and refused to tell the mom to turn it down Why is this acceptable on a flight especially in business class Has this airline turned into a zoo Are staff given no training in customer service Why is a child allowed to disrupt other passengers When I told the staff she just laughed at me BA customer service is a disgrace Ive not even mentioned the food but it was bad really bad',

'Not I have flown on BA several times since the airline started nonstop service between Austin TX and London Heathrow Every year the service gets worse I brought a tape measure with me to see how far apart the seats are in the economy section 25½ inches BA has removed bathrooms in order to squeeze a few more rows of seats onto the aircraft Thankfully Im not a big person and was able to squeeze into my seat without being too uncomfortable When BA first started flying out of Austin the food was great Now when I arrive at Heathrow I get real food and take it on the plane with me I dont know where or who makes BAs food but it is not eatable If BA did not have a direct flight from my hometown to London I would fly with a different airline When we checked into Heathrow the line was extremely long and only one person was checking people in It took nearly an hour to get to the counter I understand airlines are making record profits and need to make up lost revenue from the pandemic but I think BA has gone too far and has little concern for customer service in pursuit of profits',

' The flight departed over an hour late due to a late inbound plane The plane was very full and half of the economy class passengers were forced to check in their larger cabin baggage at the gate when boarding making a complete mockery

of the hand luggage allowance advertised Lots of passengers on board were stressed out about missing onwards connections due to the delays and some did miss them as their next gates had closed by the time we disembarked at Heathrow Onboard service was ok but minimal BA gave up being a full service airline some time ago More concerning is that trying to get hold of customers services to make changes to bookings and deal with problems was nonexistent The airline seems to make it deliberately hard for its customers to contact it',

' I hate British Airways We get to London on Oct 3 and our next flight is cancelled We stand in line with 1200 other people to get it fixed and they tell everyone to leave the airport and call them to fix They book us the next day via online Dont offer vouchers for hotel we will miss our tour Now trying to get home from Istanbul Plane is here but should have started loading an hour ago No explanations May miss next flight Will never travel with them again Was this same problem April 2022 flight',

' Our BA flight from Porto to London Heathrow T5 was operated by Finnair using a Finnair plane and crew This had been advised by BA shortly after booking with the option to change flights if we preferred Although the business class cabin was of a similar layout to BA Club Europe ie with the middle seat kept free my wife and I felt the seats were more comfortable and the legroom slightly better Service was good on board and the meal was very tasty we chose the beef cheeks All was good until we landed at Heathrow Although we passed through passport control without delay once we were at the designated baggage reclaim we just waited and waited After an hour and ten minutes I went to the BA baggage counter to ask what was going on They seemed unaware of an issue but said they would find out Over the next hour or so various other passengers also requested information and despite various announcements and a list of different excuses it was almost 2½ hours before the bags finally arrived Frustrating to say the least I subsequently complained to BA but after 4 weeks there has been no explanation just the automated message from customer services 'we are experiencing exceptionally high volumes' This response says a lot',

'The customer services call centres etc are atrocious and sometimes callous They just don't care Long waits to speak to anybody who then have no power to actually solve anything and the calls just cut halfway without resolution anyway If the flights are cancelled as were my original ones you're really left on your own and nobody cares The onboard services are so-so but for short haul it's now "semilow cost" which is confusing as you never know what to expect This time

we were given a bottle of water and a very small snack whilst anything else had to be paid for And yet on some other flights apparently you have to preorder any additional food It's confusing which makes it not dependable Cabin baggage is in theory generous compared to competitors in economy but then they asked more than half the passengers on this flight to check in the cabin baggage at the gate due to lack of space in the overhead cabins leading to long boarding delays Their whole offering hasn't been thought through very well The USB power supply did not work throughout the flight contrary to the announcement that the power be available after the seatbelt sign was turned off so it was pointless providing the sockets in the first place Not my first choice airline on this route and am just trying to use up most of my Avios points before I totally abandon them I fail to see how it is deemed a 4 star airline',

' I am a frequent flyer with BA and have been for the last 15 years Having noted the ratings given frankly I cannot understand how BA scores three stars for most aspects of its service In a nutshell BA has placed profit margins over passenger appreciation This fact was hammered home on my return leg which was not in Club Europe Quite alarmingly BA appears to place profit over passenger safety by extending its Business Class seating up to and beyond emergency exit rows and then failing to ensure those seated in exit rows have the physical capacity to actually open the door in case of an emergency I was not at all reassured to see an elderly and slightly built woman seated with the responsibility of opening the overwing exit should the need have arisen Shorthaul business Club Europe is simply a joke and only useful for gaining valuable tier points for lounge/preboarding benefits While cabin crew service is excellent the lack of space and reduction in refreshment choices etc places them a million airmiles behind competing airlines such as Qatar Turkish or Emirates who understand the true definition of customer appreciation and hospitality BA has consistently eroded the value of their Executive Club and seems to be of the impression that recent changes in obtaining avios points during the booking process benefit passengers really I want to support BA and did enjoy flying with them up to the point when they started penny pinching and became more deserving of the name Budget Airways The attached photos taken during my most recent itinerary highlight the difference in customer care/appreciation between British Airways and another airline used in this trip Both flights were around 4 hours in duration on the same day Guess which one is shows BA's inflight offering',

'Not Flew with BA to Punta Cana Took the trouble to res

erve seats for both outbound and inbound flights On boarding at Gatwick realised we had been moved to much less good seats with other people sitting in the seats we had spent a lot of money reserving Apparently there has been a change of aircraft and a number of passengers had been automatically reallocated seats for no particular reason The crew said there was nothing they could do although of course they could just have swapped us with the couple using our seats We were told to claim a refund on return home We did this via a complaint form Ns BA offered us £100 in vouchers We didnt accept this as it was less than the cost of the seats and also naturally we wanted our money back We eventually got it but not without a fight Very second rate shoddy airline',

' They downgraded me from business to premium economy They took three months to get back to me and offered me 200 pounds or 400 AUD The difference between business class and premium economy which I never fly is 3000 AUD and the difference between economy and business is 6500 AUD They owe me at least 1500 pounds and to be very fair 3250 pounds The downgrade was insulting and incredibly painful as I had a recent cancer operation and have a back injury which I have pointed out to them I need to lie down The wait for them to get around to me has been numbing The insult of their offer has been the slap in the face to continue my degradation The people I have dealt with at the airport have been down to earth honest hard working people The actual staff on the plane were warm and friendly and helpful The systems under which BA operates are some sort of medieval torture',

' The already delayed aircraft landed and apart from the small BA logo on the rear of the fuselage there was no indication as to whom the carrier really was Boarding turned in to a farce with passenger groups being told to wait in one queue in order to board only to be informed we were on the wrong place and our boarding wasnt allowed yet The interior cabin was reminiscent of a BA cabin from twenty years earlier except the tight legroom and uncomfortable seating which made a budget airline feel luxurious The crew were not BA but from an unknown charter company Service was slow and as usual choices of food to purchase ran out before theyd reached row 24 I requested a cup of tea which never appeared Thank goodness for my airport purchased water and the tiny offering of pretzels The over officious senior flight attendant whod been facilitating in Club Europe appeared in economy and immediately slammed down the armrests whilst still in mid flight making an already uncomfortable journey feel worse Cattle class was definitely that To say I was happy to land and disembark was an understatement Never again BA never again',

' \xa0 \xa0Caught up in the Gatwick cancellation fiasco at some point between what was smooth check in unable to do online as part of group travel and security the flight was cancelled we were denied entry to security and departures as a result It was at this point that we discovered BA Gatwick are not BA but a masquerade who are unable to help and and provide very little assistance unless the real BA provide information and even though our baggage was now airside didnt have a clue as to how we could get it back It is however with thanks to a supervisor from Business Class check in who came to our assistance and help with our predicament baggage retrieval information on what to claim and how and our revised BA flight from LHR the following evening Difficult to give a rating for cabin service as we didnt even board the aircraft',

' \xa0 \xa0BA has a real problem with boarding its flights Those who get on first fill the luggage bins with 2 bags one of which is supposed to be small and under seat only Cabin staff dont bother implementing their own rules Subsequent passengers mill up and down the aisle bumping into each other searching for space Boarding this flight took an hour as a result of this nonsense The incoming flight was late already so our 90 minute flight was 90 minutes late',

'Our connecting flight from London to Glasgow was canceled and we were forced to wait 12 hours in the airport for a new flight When we received our luggage at Glasgow we discovered that our luggage was soaking wet My wife's luggage contents were wet and had to be air dried',

' The worst airline I have ever flown with Allocated the very back row next to the toilets and galley No chance of getting any sleep question asked of possible seat movement ignored and getting bumped the entire time by cabin crew walking or pushing kart up and down aisle without one apology Would have been better sitting in the luggage compartment',

' Excellent service levels proactive crew and superb food and beverages I found all aspects of the service to be superior to BA business class even the new BA Club Suites First Class felt exclusive the dedicated crew were clearly used to working the premium cabin enjoying their work were proactive friendly very respectful and the food and beverage offering a considerable step up from business class The seat with sliding double doors was spacious well designed and very comfortable British Airways offered a solid First Class service from Concorde Lounge to boarding which was actually by group number for a change to the very warm and genuine welcome on boarding A consistent solid comfortable service from start to finish and if the price was right I would not hesitate to book First Class with British Airways again',

'Not Booked a very special holiday for me and my partner September arrived and we were on our way to lovely South of France Booked Business Class for us both to start the holiday right As we were checking I was told the flight was over booked and our seats wouldn't print onto the ticket for some reason We had already made sure the seats were booked when we had booked the flights nearly a year prior to going Unfortunately when we arrived at the gate we were then told we would no longer be sat together and one of us would in fact have to go into economy My girlfriend is an extremely nervous flyer and so had to take extra tablets to remain calm She didn't have any food which we had pre booked also and she was sat right down the bottom end of the flight We were held at the gate with another 4 or 5 couples all in the same predicament all due to the lovely money grabbing British Airways over booking the flight They ended up refusing passengers in the end and even had people sat on the fold down chairs in the toilet area When we eventually arrived in France late we was waiting for our luggage to come Our airtags stated that both our cases was in fact still in Heathrow We then had to wait 4 days for them to eventually come into France by this point our holiday was ruined British Airways was absolutely shocking we couldn't speak to anyone as all the phone numbers were no longer in use We felt stranded in a foreign country with no clothes and no one to help use with what to do next Every day we watched them case not moved as we were tracking with air tags it was so frustrating not being able to plan our days in hope we would get the call to then drive all the way back to the airport 2 hours each way to collect our cases we ended up going out and buying new clothes toiletries and all the stuff to make the best of our ruined holiday saving all the receipts thinking we would be able to claim it all back how wrong I was British Airways take zero responsibility and fob me off with going through my insurance British Airways only pay for basic essentials Pants and toothpaste I filed a complaint when I got back and requested my money back for business class and they haven't even had the decency to even respond They are an absolute joke of a company and I wish they would remove British out of their name because there is nothing British about them Do not give them your money they can't even look after their staff let alone customers Oh and don't bother trying to cancel your flight either as they just take all of your money off you and give you nothing back',

'Not Just returned from Chicago flew out 10 days ago on American Airlines absolutely superb in every way had high expectations on return flight with BA\What a disappointment\The Airbus A380 may be nice from a pilot's perspective

tive but as a passenger it was awful\u2028Very uncomfortable seats the inflight entertainment and flight tracker failed to work throughout the flight the inflight meal was inedible and the service was mediocre at best Our short flight from Heathrow to Manchester was much improved very welcoming and attentive in flight staff and the flight even arrived early In future we will travel with one of the American carriers ',

' BA standards continue to decline every time I fly with them This time a 45 min late departure which seems the norm for BA and no information from the rude and clueless boarding gate staff The Club lounge was overcrowded dirty and grubby and cleaning staff could not cope How many more cutbacks is BA going to apply before they become truly low cost As a 35 year veteran user of BA while people complained of Alex Cruz cutting costs the past 3 years has seen them decline very quickly under their latest CEO One reads the occasional article about BA improving things but I have yet to see anything substantive There seem to be few British staff left amongst the cabin crew so maybe time for a name change and give the flag carrier status to a proper lowcost and sadly the staff service has declined year on year Onboard the catering remains poor and surprised that DoCo can produce such rubbish meals when I have sampled their Turkish Airlines equivalent in August that was superb guessing BA are too tight with their budget Onboard WiFi service is a joke and should be avoided',

'Not Awful Business class check in queue just as long as for economy probably because half of the desks were not staffed and Terminal 5 is chaotic Business lounge overfull couldnt get seats Delayed flight unmanaged chaos at the gate No drink on boarding first drink served an hour after takeoff The meal was poor used to get better in economy on other airlines British Airways has won the race to the bottom of the cheapskate stakes Not looking forward to the flight home',

' Not a reliable airline You cannot trust the timing at all I had a 645am flight boarding was on time but then we are sitting in the plane for already 15 hours and the expected departure is still not clear They have discovered the engine is not working I am risking to be late for a business meeting in Geneva How come they bring a not working plane to the gate The funny thing is that I had another business trip in spring 2023 also with BA to Amsterdam When I arrived to the Airport that time I was told I dont have a seat I was put on the next flight in several hours which should have got me to the business meeting late but still not too much A lot of stress In the end on the second plane we were sittin

g in the cabin for 15 hours and I have missed the meeting I thought it was a dramatic unlucky case that time but today I see its routine for BA not to fly on time',

' I take comfort in reading the last ten or so reviews to see Im not the only traveller to put in words how absolutely abysmal British Airways are The only reason we are stuck using this awful airline is to use up points We booked Club Europe months ago London to Athens sat in row 3 and told they had run out of food options only choice was lentil pie or green curry Returning Athens to London Club Europe Couldn't check in online as promised so arrived at the airport 3hrs early To be told they had overbooked the flight and basically we were being bumped to economy This airline fails to deliver time and time again It is a national disgrace and I implore everyone to choose an alternative ',

' The worst journey in my life The connection time at LHR was only 1 hour but the flight from MXP was on delay I had to rush to change terminal by train and arrived risking a heart attack After that the plane just stayed there for another 40 minutes Despite that upon arrival at SJC my baggage was lost I filled the form and gave to the employee I was not given any receipt so I did not have any reference number BA phone number at SJC simply never answer I called twice the toll free number and realized they did not record the delivery address I had to enter myself online dealing with a shitty website They delivered the baggage three days later I claimed for compensation online as I had to buy clothes and other stuff and I did never get a receipt I was expecting an upgrade for the flight back to MXP but nothing happened neither they allowed me to enter BA lounge at SJC Bad customer service The only positive side was price but obviously this cannot justify this treatment and if I knew I would never flown by BA Never again',

'The airplanes and the lounges are worn out old and broken From Dallas to Heathrow multiple first class seating and electronics were non functional and poorly designed The first class seating from Heathrow to Dubrovnik was nothing more than a tray blocking the middle seat of a standard coach ticket Very disappointed',

'One of the worst experiences on the worst airline The flight was delayed due to earlier technical issues The time slipped from 1700 to 2000 to 2200 and finally cancelled There was zero information given Despite paying well over the odds for business class we were booted out of the BA lounge two hours before the flight When it was finally cancelled the BA staff Without explanation told everyone to go to a gate After another hour or so they made us re enter the UK via passport control a further 40 minute wait By now the airport

was closing and there was no sign of our bags or any help from BA. A passing Gatwick engineer finally helped us locate the bags. BA completely washed their hands of us and in contravention of CAA rules refused to find us accommodation. Many slept in a bus stop overnight. There were people with young children who couldn't find somewhere to stay and yet BA had closed down and left. The following day the replacement flight was also late and due to an admin mistake had no catering or liquids for a 2 12 hr flight. Overall the service was shockingly bad, the worst I have experienced from any airline. I will not ever use them again',

'Cancelled our flight lastminute then moved us onto a flight 2 days later operated by Japan Airlines. We had paid a lot extra for extra legroom seats as I am very tall and they assigned me a middle seat deep in the middle of the plane because it was operated by a different airline but booked by BA. Neither BA nor the other airline could change my seat over the phone despite seats being available. After 4 hours of waiting in queues and sitting on hold their solution was for me to arrive early at the airport. I did but the seats had already been given away for free by people who had booked directly with that airline and could check in online. I got a £10 meal voucher as compensation for this enormous downgrade on a 14 hour flight. Never again will I fly BA. I would rather fly indirect with better airlines than use this disgrace of an airline again',

'I had a flight from Miami Florida to Dublin Ireland via Londons Heathrow airport. The outbound flight from Miami was delayed and we were further delayed when our gate was occupied when we arrived in Heathrow. The total delay was roughly an hour but it was enough to make our connection a challenge where we had 73 minutes between original arrival time until the departure time to Dublin. When we headed to our connection flight we were stopped by security personnel at a checkpoint and told us that the gate to our connection flight had already closed. This was twenty minutes prior to departure time. They ushered us to customer service to be rebooked. Given the busy weekend of travel we were rebooked on a flight at a different airport and were told that our cost to get there would be reimbursed. We then waited 3 hours for our luggage and then took a cab to Londons City Airport. The cab fare was roughly 500. When I filed a claim with British Airways they refused the claim and told me that we had plenty of time to make our connecting flight and therefore they denied my claim to be reimbursed for the cab fare. This is after I explained that it was British Airways employees who ushered us to rebook the flight despite the 20 minute timeframe to make the connecting flight. The person who rebooked us

told us it was policy that they close the gate 20 minutes prior to departure I will never fly this awful airline again Given the other feedback on this site it appears that that is the overwhelming sentiment',

' We started our day with BA in Prague The flight actually left on time I came to find out that's very unusual We purchased business class seats As you can see from the picture they hardly were business class All they did was block off the middle seat in the first few rows and called it business class Horrible flight In addition I had a really rude rude check in clerk basically yell at me when I excused myself and asked if she could give a little bit of priority to the many business class passengers who weren't being served Then we got to Heathrow and the real fun began We had a 4 hour delay They gave us about 5 different excuses for the delay I had a few employees walk away while I was asking them questions They were very rude At one point there were no employees left And from the announcements it seems virtually every BA flight was delayed And there were no weather issues There was no place to comfortably store items in business class I've never experienced that before Not even a cup holder for my bottle of water The seat controls didn't work well You had to keep pushing the buttons to get them to do anything The power outlet didn't work There was no internet the entire flight The overhead luggage bin was too heavy I almost got a hernia having to close it This is a horrible airline I'll never fly with them again If I could give zero stars I would',

' I fly British Airways weekly not because I want to but because they own the route there's no other option therefore they frankly don't have to care about the customer The flights are always delayed and it's always someone else's fault be it weather delays to incoming aircraft or flight traffic control issues I've heard it all and for the life of me can not understand why they are allowed to operate I've been around the world and traveled with all of the world's airlines but British Airways are really the worst of the worst It's such a shame to have watched what used to be a good company fall down a cliff My advice is if you have an option to fly with anyone else then exercise the option but if you're flying with different connections and you have a tight schedule do not expect BA to get you to your destination in time',

'Not Everything was ok until our connecting flight in London just before take off we were on the runway the pilot came on to announce an engine problem After engineers tried to fix it while we waited on the plane for over an hour we were finally told that we would have to be evacuated and re

booked for another flight but not to worry because a special crew was waiting for us on the ground to help us and set us up in a hotel except that there was no one to help us In fact everyone refused to help us It was Saturday almost 8pm and they just wanted to go home Anyone with a connecting flight couldn't rebook on the application because the app wouldn't disassociate our first flight with the connecting one in London and the staff saw this but still refused to help us They gave us a phone number but there was only a message that said just to use the app Finally I got someone on the phone who rebooked us for the next day Now it's 1030pm and I have to find a hotel room because the airline refused also to help us with that So I had 2 choices either sleep in the airport or pay over 700GBP for a room I don't have the money to pay for this but after a 10 hour flight 8 hours of jet lag and the insane stress after the fact that no one from British Airways would help us I took the room Of course I claimed reimbursement but that was over 3 weeks ago and I haven't heard anything since so I have no idea when or how much I'll be reimbursed even though I'm not claiming any emotional compensation from the horrible situation they put me through due to their total indifference It's financially difficult for me right now because the money I had to put out is equal to half my salary and of course it's impossible to reach them by phone I feel still as I did on August 26 2023 completely trapped by them and their indifference with no solution or information',

'Not My initial flight was cancelled 8 hours prior the flight Then I was automatically rescheduled for next day Next day the flight was delayed leaving Hamburg and missed my connecting flight to Las Vegas Me and several other passengers spent the night in London British Airways provided us with vouchers but the transfer bus dropped us at the wrong hotel closest to our hotel and told us that we can walk there if we want to As a result I lost two nights hotel reservations that I made in Las Vegas I opened a claim and provided all receipts to British Airways to get refund of my hotel reservations but over 5 weeks now not a single feedback from British Airways I will avoid all flights with them in future and will share this story',

'Not We will never fly British Airways again Our flight on July 15 2023 from LHR to LAX was cancelled 20 hours before departure without any explanation Since 8 weeks we are now waiting for the refund and BA does not pay us the cost caused by the cancellation Very disappointing',

'Check in and security clearance very quick at LHR T5 My wife and I used the Galleries North lounge and at 600am it was easy to get a seat Good buffet breakfast options Flight

boarded on time and flight departed on time I was seated in 4 A the Club Europe seats on the A320 seem to be getting smaller and legroom I am 6ft was very tight Cabin Crew service was fine I chose the full English breakfast it was ok but there was a lot of water in the bottom of the bowl Flight landed on time Overall an OK flight but Club Europe doesn't feel very premium these days',

'Not British Airways has confirmed itself as the worst airline in the UK Last minute cancellation no explanation refusal to book with another airline "because we don't have an arrangement with them" What's happened to what used to be our national airline',

'Worst BA experience I was supposed to fly out to Italy on 7 September 2023 I arrived at OR Tambo International airport ready to check my bags in I already checked in online the previous evening so I had my boarding pass ready At the counter I was told that I had been offloaded from the flight as my connecting flight has been cancelled No information was sent regarding this beforehand The team at the checkin counter tried to get me on another flight that evening but there were no flights available They did manage to get me another flight the following evening with Lufthansa to Italy via Frankfurt However I did miss the first part of my trip having arrived a day and a half later than I was supposed to Upon moving the flights I did ask the BA staff whether my flights back are still valid and that everything is in order which they assured me is correct I have to fly back to South Africa on 18 September and upon checking my booking information I noticed on my BA account that my first flight Milan to London is just missing from my booking My connecting from London to Johannesburg is still there After spending the entire morning on the customer helpline two different operators picked up and in both instances the moment I proceeded to give my booking reference number my call gets dropped Currently it seems like I will be arriving at the airport again on Monday without a flight',

' My daughter and I were denied boarding on our business class flight from Madrid to Heathrow in March 25 2023 the first leg on our return flight to Victoria Canada No reason was given for the denied boarding by the check in staff at the British Airways counter in Madrid who said they were only agents and told us to call British Airways We were three hours early for the flight and had valid passports After many tries we finally reached British Airways by phone but we were told to call Expedia which had booked the flights Expedia confirmed that we had been bumped from the flight with no explanation as to why Expedia then began a long process of finding alternative flights Over the next 24 hours we ha

d numerous calls with both Expedia and British Airways. Incredibly the next available flights were 9 days later on April 3. This was almost unbelievable but after many many tries it was the best we could do. Even though these were Business Class tickets. Part of the problem was that apparently rules did not allow any changes to routing for any segment of the flight. This nine day delay was a major problem for us. I had to miss work and my daughter was missing school. Further we received no compensation from British Airways, no penalty fee and not any reimbursement of our expenses for staying the nine extra days. After our return I began the British Airways online complaint process and submitted all supporting documents. I received an email reply and a case reference number. And then nothing. I sent numerous follow up emails and received no replies. It is now months later and still I have not heard from British Airways. This is shocking and definitely the worst airline service I have received for my thousands of flights over many decades. I am a very patient person and this is the first time I have commented on this type of forum. I think the public should be made aware of extremely poor customer service at British Airways',

'Despite boarding being the usual free for all at LHR with groups 13 being called to board all at once. Whilst those passengers who had agreed to check in a bag in at the gate getting to board before anyone else. However the service on board was impeccable. Superb crew friendly attentive interacting with passengers and generally appearing to be enjoying their job. Like BA in the old days and at its best. Food choice and quality seems to have improved too. No beef cheeks thankfully and even the Club kitchen appears to have returned. Old style Club seating but is at least better and feels less cramped on the 787s',

'Not Flight cancelled no crew 9th September 2023 not peak holiday period so why such bad management by BA. Sent to the gate left standing of over an hour and then flight cancelled. As were other on that day. Why does BA continue to provide such poor service a national disgrace',

'Not The worst service ever my baggage did not arrive on time. Both my flights were delayed. I will never fly them again. Even the food was bad and your service',

' 44 flights we booked this holiday were delayed about 12 hours. No wifi available on 2 of 4 flights. Food and drinks very basic and expensive. Cannot recommend',

' British Airways has a total lack of respect for its customers. I was booked to fly from Frankfurt Main to London City Airport and just a couple of hours before the scheduled departure the flight was suddenly cancelled by BA without explanation when I was already at the airport. The worst thing

was the utter callousness that staff showed towards customers. The ground staff's attitude was that they are merely third party agents not BA employees and therefore they quickly washed their hands of us all telling us we had to contact BA directly via phone if we wanted help. They couldn't even provide us a phone number telling us to look it up on bacom. So BA abandoned its passengers. They did tell us that the BA departure to Heathrow had also been cancelled meaning there would be no further BA flight from Frankfurt to London that day although other airlines were still operating the route but BA refused to rebook us on them. The reason given for both cancellations was "technical reasons". No assistance or information was provided on our rights due to cancellation nor any information on help regarding food accommodation help etc. Their attitude was literally that the cancellation had nothing to do with them and it was our problem not theirs. I received an email an hour later notifying me that I had been automatically rebooked on an alternative flight 24 hours later which wasn't acceptable as I had to get back to London that night. I rang BA's call centre and again they showed a high degree of callousness. 95% of the halfhour call was spent with me waiting on hold with the phone just cutting off after half an hour and no meaningful information given to me by that point. There was no attempt by the call operator to call me back when the line cut and I had a solid phone signal and wifi as I was still standing in Terminal 2 of Frankfurt Main airport even though my phone number is listed in my booking contact details. They just don't care. In the end I had to arrange my own return to London by taking a coach to Hanh airport which was 112km away waiting there for 5 hours and then booking an expensive last minute ticket with Ryanair to Stansted. At least that flight operated on time and got me back to London. BA is worse than a low cost carrier now',

'London Heathrow to Keflavik Iceland in Business Class on an A321. British Airways provides an unusual Business Class experience for intraEurope flights. The seating is similar to most airlines middle seat vacant and little extra space but on British Airways the Business Class cabin extends to almost half the aircraft. This makes it less than a premium experience at every step from boarding to onboard. The WiFi worked for only half the flight and there are no refunds. But when it worked it was surprisingly fast. Service on this flight was very good and we got to Keflavik on time',

'Mumbai to London Heathrow in Business Class on an ageing B777-200. This aircraft featured the older Club World flatbed seats. They are comfortable there is enough storage space around the cubicle and the monitor screen is among the larger

ones I've seen on airplanes BA's new Club Suites are said to be far superior competing with the best Bclass rivals. The entire Business Class cabin had just 2 washrooms but it wasn't an issue on this flight since the premier section wasn't at full capacity. There was WiFi on board fast enough to even send videos via messaging apps. Service onboard was competent but the staff lacked warmth. The food was alright and no more. The biggest plus of this flight is that it gets out of Bombay at 11:00 pm in the afternoon instead of the ungodly early morning hours most international flights take off from India. The airport experience is far more pleasant at this time. In summary British Airways provides a good but not spectacular Business Class product',

'Care and support shocking. Written by a previously loyal BA traveller. Lies and misleading unprofessional service. Told that my flight was cancelled. Booked on to next available flight in downgraded cabin from business to premium economy. Called to ask why. Told technical fault with my original flight. My suspicion was another reason. At airport check in staff said that not enough crew to staff original flight earlier in day. Why take my money and allow me to book a flight which would have allowed me to get to work as a doctor in the first place. How can you trust such an organisation to look after you as a flying customer',

'Flying A380 business class should be a pleasure but BA has made it a disaster with the worst seating and configuration imaginable. How could any sane person could jam so many seats into a limited space and expect passengers to be happy. Seats are narrower than economy on some airlines and you must face another person until a plastic screen is raised. The TV screens are the size of a medium sized tablet and the controls are behind your head in a sitting position. There is no where to put anything except one small pull out drawer at ground level that can not be reached when seated nor accessed when sleeping. The window seats and middle seats are accessed by having to jump over a passenger on an aisle seat and the seats are so low that they are hard for elderly to get out of. The whole business class set up is a sick joke. Eating is difficult because the seat is not close enough to the table and the tables are so flimsy that drinks can fall off. Are there any redeeming features the answer is no. If you like a little comfort avoid BA like the plague',

'British Airways absolutely does not care. My reserved seat was changed from an aisle to center seat for this overnight full flight and it was quite awful. After enquiring at LAX check in the agent said sorry nothing we can do. Onboard the flight the attendants seemed to try and finish the meal service at a racing speed with meals trays passed out with no

proper questions about choice Then back and clearing trays and they disappeared to rest in the kitchen for hours after that No water runs if you need anything do not bother with the call bell as they simply ignore it I used to like travelling British Airways 1015 years ago but the bean counters have been in and lowered it close to a lowcost carrier I guess staff are badly paid from their terrible attitude and service My last trip to London was with Delta they are so much better than this very poor excuse of an airline that British Air has now become',

' My recent experience with British Airways was not just horrendous it was an utter abdication of responsibility on their part I arrived at JFK ready for my flight to Malaga only to find it had been cancelled with zero notice After a draining 2hour altercation I was finally placed on a different flight The nightmare continued when I landed in Malaga sans luggage containing essentials for my sons wedding Thirty agonizing hours later the bags showed up—but my brandnew iPad and a special watch for my nephew were missing The items werent merely valuable they had emotional significance which made the loss even more gutwrenching Youd think a reputable airline would make amends for such errors Despite the clear mishandling of my baggage by their team they refused to offer any reimbursement or even a modest amount of airline credit Their customer service was not only ineffective but also astonishingly callous Their response was in essence Its your fault for trusting us with your belongings This isnt just poor customer service its a complete disregard for basic human decency and responsibility British Airways had numerous opportunities to right their wrongs and chose not to If you have any respect for your time belongings and emotional wellbeing avoid British Airways at all costs They not only fail to deliver on promises but also refuse to make amends when they err leaving customers to bear the brunt of their incompetence',

' This is to express our displeasure and concerns regarding our flight to Italy Our trip was effectively ruined by the failure of our luggage to arrive with us coupled with the length of time it took for it to eventually reach us 9 and 12 days Our departure dates June 19 2023 Flight BA 294 Chicago to London June 20 rebooked by BA on BA 546 London to Rome All flights were late On arrival in Rome my wife was forced to walk to the checkin desk because our reservation for wheelchair assist from the plane was never transferred by BA She was told by the cabin crew that there was no reservation for her transport Also our checked baggage 2 failed to make the BA rebooked flight from London to Rome BA took 9 days to deliver my bag and 12 days to deliver my wifes I cal

led BA Baggage Claim Services daily I was frequently cut off after waiting on hold for over an hour We had Apple Air tags in both bags and sent pictures showing their exact location to BA Baggage Claim several times After 5 days BA stated that they found my wifes bag but needed to verify ownership Both bags as described had bright pink 4" easily visible tags and bright pink bows Taking 9 and 12 days to deliver them is inexcusable Our return date July 3 BA 553 Rome to London BA 297 London to Chicago All flights were late We arrived in Chicago more than 3 hours late missing our ground transportation to our home in Michigan 3 hours away We had to find a hotel and stay overnight near Chicago On July 12 we filed our expenses for replacement of lost clothing and toiletries also for food purchased at Heathrow due to the flight delay and overnight hotel charges in Chicago After 2 weeks I went online asking for some followup on both cases but have had no response at all from BA We are retirees on fixed income and cannot fund BA's errors I can honestly say that the times I was able to reach a human being they were all courteous and attempted to help but appeared at a loss

I flew London to Malaga on 27 August in Club Europe We stood around at Gate B45 in Terminal 5 for over an hour with staff giving very different reasons for the delay late inbound aircraft etc but the plane we boarded had been sitting there for more than an hour After boarding the captain stated that because they had changed planes there would be no meals served This is Club Europe and we received one small packet of crisps throughout the flight No effort to apologise We smelt the hot meal for pilots being heated and then saw it being served to them on a Club Europe meal tray Cabin crew also had warmed pastries and were very quick to use an air freshener in the front galley while customers received zilch BA sent an email the following morning to say sorry nothing else What a complete and utter rip off by an airline that is already cutting back on so many things I paid a full Business class fare did not receive any part of the onboard meal service and they expect an email to be sufficient Avoid BA if you have any other option nowadays they are the worst in Europe',

I arrived at the airport about 25 hours before takeoff to have more than about time to get checked in go through security etc All that went without any issues Being that I was relatively early at the gate I was one of the first passengers there After some time boarding had opened First the business class got called up then families with children and disabled people A couple minutes into the boarding they started to call up people one by one by name Then there was an

announcement they won't let anyone in anymore Me and about fifty other people were still standing at the gate not being let in The reason they said was that the plane was short staffed Later I discovered speaking to a manager that not only the flight was short staffed but also it was overbooked After the announcement people were getting angry because they wouldn't be let in anymore Nothing changed and everyone was sent away I had a connecting flight later that day that I was going to miss because I was not let on the plane First I tried to get my luggage back which I didn't receive immediately but got a hold of later on thanks to the airport personnel Then just like everyone who was going to fly with the same plane I wanted to talk to someone from British Airways Since they don't have a service center at Frankfurt Airport everyone went to the checkin counters where we received food vouchers but not a single person was either able to rebook my or anyone's flight nor get anyone refunded All the staff said was that we were going to receive an email in a couple hours with options to rebook the flight or get a refund I waited four hours for the email at the airport that did not come until today Trying to call the airline did not help either because they did not answer the phone or hung up in the middle of the conversation After the four hours of waiting for the email me and some other people from the same flight went back to the checkin counter to get a confirmation from them that I will receive a refund Being that there was a new shift the personell did not know what had happened When they scanned my passport and looked at the flight they found out that the system was dying that it was my fault I could not attend the flight It looked like I had missed it For everyone standing there with me it was exactly the same But the people at the counter said they could not do anything about it Later on we were able to speak to the manager after many phone calls he said they were going to take care of it We are supposed to get an email at some point in the future I was not able to get a written confirmation that I will get refunded even after several times asking for it I already flew a lot of times in my life but never ever has such a thing happened to me Not only that me and so many other people were not let into the plane but also the customer service being so horrible that they were not able to rebook or confirm a refund in any way In the end the only option for me to get to my destination would have been to book a last minute flight for a lot of money which I would not know if I ever got it backed',

' Filthy plane cabin staff ok appalling customer service staff who couldn't care less when dealing with a complaint Paid extra for club Europebusiness class Food was poor they

gave you wipes to clean your seat area yourself and we were split up so they could accommodate families Not really what you expect when you pay for the extra service Will be cancelling our other bookings we have with BA even if that means we lose our deposit',

' \xa0 \xa0Chaos at Terminal 5 with BA cancellations and delays and staff give different reasons depending on who you ask 9 out 10 answers were lies Sadly BA airport standards at T5 are worse than ever and we are long past being able to use Covid as an excuse As a short haul club Europe trip I expect very little from BA any more and they barely even provide that with cutbacks during Covid that are now permanent If you can find an alternative carrier on the same route choose them rather than BA Sadly on my route BA have a monopoly\xa0',

' \xa0\xa0As always when I fly BA it was a total shambles I was booked Manchester London Madrid BA first leg and Iberia 2nd I try wherever possible to avoid BA however the Manchester London was late however I ran for my IB flight and got to B gates just as boarding started being Group 1 I went to board and the gate sounded an alarm BA had removed me from the IB flight to a BA flight 3 hours later As BA had reissued the ticket IB could not put me back on the flight so 3 hours wasted because of BA's total incompetence This airline is a total disgrace the crew were not nice typical BA crew oh im so fabulous I dont need to be nice to paying passengers club europe cramped and terrible food ',

' First time using BA business class but we were pleased with the service received No one was waiting at check in bag drop and through security in 2 minutes We used the lounge in the b gates area which we found quiet with plenty of food and drink on offer Boarding was quick and the cabin was on a 1x2x1 layout with 12 seats although there was a larger bc cabin behind that had about 30 seats Again food and drinks were plenty full and good quality Service from the cabin crew was excellent and the cabin manager Lauren even made up a birthday card when she found out it was my wife's special birthday Departed early and arrived at JFK early as well The only thing that I disliked was paying £117 each to select our seats and no free wifi',

'Not Extremely rude ground service We were nonrev flying and London was our connection layover Gate agent was extremely rude and forced me to check my carry on suitcase with the explanation that it was "oversized" However when I put it in the sizer it fit perfectly without force The plane was not fully booked and had lots of room overhead The gate agent was insistent and rushed us with no regard for the fact that we would have to redo security in order to get our b

ags again as we were switching airlines and needed to carry them on due to our nonrev status The flight itself was good attendants were polite and helpful No complains there Just extremely unhappy with the gate agent service I understand that it is not a pleasant job and frankly I would not be enjoyed to work there either but that does not explain why we had to be inconvenienced with no fair explanation or attention',

' My son and I flew to Geneva last Sunday for a skiing holiday in Les Arc The flight was cancelled moments prior to boarding and we were transferred to a flight departing three and a half hours later that then got delayed by a further three hours They didnt load any food on to the plane and forgot to load the baggage for all the business class passengers who had been on the earlier flight Problems happen its a complex operation What is totally unacceptable is the service one receives when there is a problem The offshore call centres are unhelpful and obstructive wanting to fob off issues by getting the customer to call special help lines that merely refer one to a webpage and then cut off The web pages are often unable to give information as they are not updated and often refuse to update your inputs at this time please try again later There is no access to people that are willing to help empowered to help or actually move a situation forwards in any way Weve been sitting in a hotel waiting for the bag to arrive for two and a half days unable to ski due to our entire wardrobes being in the cases The outdated luggage tracking system had the suitcase in Geneva 2 days ago where it sat with noone willing to step up and get it delivered What an incredibly heartless and incompetent company ',

' For the price paid bought during a sale it was a decent experience although the club class business class seats offer no more legroom than economy class using shorthaul fleet on a 4 hour flight Fast track through security was not honoured The lounge at Istanbul airport was overcrowded as it is also open to the public who can pay for usage causing a long queue for entry which was badly organised Boarding was smooth cabin crew were friendly but their service was hit and miss Eg Some people got a "welcome" and some didn't Half of the cabin was automatically offered coffee after dinner but not the other half However drinks were replenished generously and regularly and the meal was good with a choice of three mains from the menu',

' Flight left on time and arrived over half an hour earlier than scheduled thanks to strong tail winds The flight was full but no catering had been loaded for economy passenger at Heathrow so for 3 and a half hours we only had a small b

ottle of water and a small packet of corn snacks Nothing at all available to even buy to eat Worse than a lowcost carrier experience in this sense One of the light panels overhead the seats towards the back of the plane was broken and loose and just hanging above the unfortunate passengers head for the whole flight poor maintenance of cabin I would choose another airline on this route in the future as one of their competitors offers full meal service on this route even in the economy cabin',

' Very Poor Business class product BA is not even close to the other airline leaders Which ever way they sell the seat on a 777 it is a 242 layout The cabin feels and is very cramped The food in business class is economy quality just served in a china dish However the price of course is at premier levels The only positive of the whole flight and return were the cabin crew who were fantastic I felt genuinely sorry for them having to try and flog such a poor product Would I fly BA business again only if there were no other options and I had no choice',

'Not This review is for LHRSYDLHR BA015 and BA016 Business class had a 121 configuration on 777 giving space privacy and easy aisle access Seat reclines into comfortable flat bed Good quality pillow and duvet Privacy with sliding door Good storage space around the seat and charging point Flights on time no delays Gluten free meals were very poor in quality and presentation Warm processed meat between two bland slices of GF bread apparently is a business class breakfast On two sectors the main course no choice offered was bland fish which was served in a single small tray covered with foil in business class Condensation had formed as the dish was reheated probably from chilled so the offering was sitting in a weak watery liquid One crew member appeared genuinely apologetic as they meekly served one meal Do BA also serve the same GF offering in economy economy plus and first on a long haul flight My advice if GF take your own food or dine in the lounge if you are in the care of BA for 24 hours My travelling companion had very good regular meals or so they told me with a choice of main course on the same flights Crew gave the impression that they were doing a job covering the basics and rather than welcoming and engaging Usual hospitality industry waffle about service but little of substance delivered',

'Absolutely pathetic business class product BA is not even remotely competitive with other International airlines in the business class market With old outdated 8 across seating no I did not make a typing mistake you either have to climb across someone or someone has to climb across you to gain aisle access The crew must also hate this layout since they

have to reach through little window openings to provide service to passengers in the 2 center seats BA like most other Europeanbased airlines does not have a factual IntraEuropean business class product even though they promote sell business class IntraEurope flights feature the same 33 seating throughout the aircraft the only difference being the middle seat is left empty in business class passengers get a meal drinks but this does not justify the higher cost BAs Transatlantic business class product is only slightly better because of the narrow 8 across seating The biggest surprise on both the LISLHR LHRIAH flights was that BA has in fact substantially improved their food quality Shocking Unfortunately it is served in the WORST business class configurations of ANY International airline I have flown The entertainment system small screens my laptop screen is twice the size is like an airline offering 2 decades ago The flight crew was pleasant perfunctory which is about the best one can expect from a BA crew BA will simply never match the quality of carriers like Singapore Emirates Qatar Etihad EVA ANA Japan Air New Zealand Qantas or many others BA can compete with USbased airlines like Delta American United which are also not even in the same Universe in terms of a highquality business class product One of the biggest slaps in the face is that BA expects business class passengers to pay to select seats even though they have paid thousands of dollars to fly business class Several hundred US dollars for Transatlantic flights Only if you wait until 24 hours before flight time are you allowed to select a seat at no cost Certainly another BA Management decision that was made without a functioning brain',

'Not Overall not bad Staff look tired and overworked trying their best Weird seats I was in 21G going and 21D going home The buttons to press for the seat recline are so stiff I had to get help on both flights to get them to work There is another button also very stiff to bring the "leg rest" out This is an awkward thing which doesn't come up far enough to be of any use at all for your legs but just obstructs your feet really Again I had to get help to activate the very stiff buttons At one point the lady next to me was pressing the buttons for me while I tried to recline sit up or put the "leg rest" back We gave up and called the flight attendant who also had trouble BA please give this some maintenance Food only one out of three menu choices available by the time it got to me in Premium Ec It was pasta and was not too bad A Christmas Turkey Dinner was offered but why not load more if it is so popular that it is not available 10 minutes into the meal service "Breakfast" was an unidentified soggy pastry thing in a cardboard tube It was disgusti

ng same offered on return journey A cold pastry and fruit would be so much nicer The tea and coffee was hot at least Overall I would say Air Canada provides a much superior Premium Ec service than BA I won't choose BA again',

'This was our first flight with British Airways in over 13 years and as usual I couldn't fault them As we were connecting we had little interaction with ground staff staff in the lounge were friendly and helpful Cabin crew on the flight were great very welcoming and friendly Our meals were delicious no shortage of drinks being offered The seats were economy seats with the middle row blocked off and some recline We arrived into Stockholm a little early through a snow shower which was a nice welcome back to Stockholm Bags checked in at JFK were delivered safely within 20 mins of arriving',

'I recently encountered a highly disappointing experience with British Airways specifically regarding their customer service After my initial flight leg was canceled I was rebooked with a connection at London Heathrow reduced to a mere 1 hour and 30 minutes Realizing the impracticality of this I promptly contacted British Airways within 10 minutes to request a more reasonable layover of 34 hours Shockingly the customer support representative flatly refused citing an inability to change my flight Despite explaining the logistical challenges of a short layover and a terminal change requiring additional security procedures I received no assistance To add to the frustration the representative inaccurately noted on my account that I was presented with multiple options during our conversation Moreover the use of military time format and the lack of initial options provided only exacerbated the communication issues Both phone and email support proved equally incompetent and I was informed that customer service is outsourced to India allegedly contributing to the subpar service This experience has left me not only struggling to rebook my flight but also with a strong resolve to avoid British Airways in the future The lack of assistance blameshifting and overall incompetence in customer service make it my worst experience yet I strongly advise others to steer clear of British Airways and their appalling customer service',

'Not Beware BA dont provide any refund due to a very serious medical reason My father was diagnosed with a severe heart defect a couple of weeks before his flight date and BA refused to give any refund as this was not a good enough reason We sent them a medical note from his doctor saying he is unfit to travel due to potential heart failure and needs to have heart surgery as soon as possible and the operator totally dismissed it They said only thing they can do is

change the travel date within a year Heart surgery recovery takes months and its highly unlikely that he will be able to travel within the year meaning he would lose his ticket and money They said they cant do anything to help not even change the name on the ticket so someone else can use the tickets The most ridiculous thing Ive heard',

' Check in was chaotic and badly organised Even though there were two desks one for premium and one economy there ended up being just one queue in front of the premium check in even though most passengers in it were economy That meant that those travelling in club or with higher status had no separate queue to join Whilst I was waiting in line another passenger went up to query and we ended up forming a new line in front of the economy check in desk for premium passengers unnecessarily badly organised the staff in charge should be retrained Security at the airport was very quick and through to the lounge This is a generic airport lounge for all airlines and it is actually quite good overall Nice layout and seating options reasonable food and drink options and an outdoor terrace which is really nice Boarding was very well organised although quite slow to get everyone on board but the flight was probably only half full and we still departed early so I think they felt no rush and it actually made the boarding experience nicer and more relaxed On board the club Europe seats are fine by European business standards although as previously commented are really not very good overall the meal service was disappointing As is normal BA do not stock enough of the proper meal option when the options are so limited and varied in quality BA really should stock enough for everyone to have the good meal Sadly they had run out by the time they got to me so I had the option of vegetarian sausage or a salad I wanted a hot meal so went for the sausage and I can honestly say it was one of the most disgusting onboard meals I've ever had in any cabin class rolling some mush similar consistency to mashed potato into a sausage shape does not make it a sausage BA you need to improve the meal options make the vegetarian meal something you specifically have to request in advance and offer all passengers a choice of two decent meals then people will not be left with such a substandard alternative when their first choice runs out Whilst I hadn't planned on using it the on board WiFi was not functioning so was not available to use Overall though the flight was fairly comfortable and the cabin crew were very friendly and efficient I used avios to pay for the flight so it was obviously good value for money for me',

'Not All 4 of our flights were fine in terms of comfort punctuality and service I feel safe with BA and that is my

main reason for booking with them even though I could travel with other airlines more directly On our return flight AT LLHR we skipped the evening meal preferring to sleep and we were looking forward to a hearty breakfast prior to arrival at LHR Sadly we were seriously disappointed To serve a chicken sausage in a wrap for a business class breakfast is just unacceptable Does BA actually pay experts to design these breakfasts Low point on an otherwise good trip',

'cNot I had hoped this would be a good review but unfortunately it won't be I flew business class from LHR to PDX on the BA nonstop It was a 787-8 series aircraft The flight attendant specifically mentioned it was eight years old as he recalled flying it when it was brand new The business class seats were abysmal My seat was at the window facing backwards With the divider down which had to be in that position for boarding taxi takeoff and landing I was literally just a few feet away from the person in the aisle seat who was facing forward We both couldn't help but stare at one another It couldn't be avoided It was horrible The service wasn't all that good either The flight attendant did a predinner drink When she came back to ask for my choice for dinner she said none of my selection were left I was a little upset as nothing else appealed to me She then came back later and said the other part of the aircraft had more of the meal selection I wanted I'm not sure why they didn't coordinate that to begin with I was NOT offered any wine or other drink with dinner The meal was put down in front of me and the flight attendant never came back other than to clear the tray Overall this flight was not very good I flew over on American and back on BA and paid 6000 roundtrip I'd fly American again My preferred carrier is United or Lufthansa I'll never fly BA again',

' I was going to fly to Frankfurt from Glasgow over London but the flight from London to Frankfurt was cancelled This meant I had to stay overnight in London where I have no accommodation etc As I was rebooked to a flight from London City airport which was more than 2h by train I had to get an uber and then take a hotel for £250 in total London prices I was reassured over the phone that I would get all the money back My flight from London city airport was then cancelled again and rebooked to London Heathrow but two days later I then cancelled that flight and rebooked a new one with Lufthansa as I urgently had to get to work and needed the money I never received the money back for the hotel compensation for cancelled flight 1 compensation for cancelled flight 2 the extra food I had to pay for the uber or the actual cost of the flight I was first transferred 3€ by British Airways They stopped replying to me and told me the issue was w

weather conditions although other nonBA flights were going I lost over £700 in total and never got compensated for the loss of a work day either It just really feels like they don't care about people Worst service airline ever',

'Much better experience this time around Flew CPT to LHR on a new A350 Checkin was efficient I used the Bidvest lounge at CPT as it is better than BA's lounge Boarding was speedy The new business class club suites are very good Slightly irritating to be directed to the wrong seat 1A instead of 1K which meant that after settling in the passenger in 1A showed up We arranged a seat switch Second time in a row it has happened Why can't BA staff memorise which side of the plane is which and get it right Captains announcement was short and on point Welcome drink was served at the correct temperature ie cold first time ever for me previously BA has always served the welcome champagne warm IFE system was good everything worked as it should Felt slightly cheap that business class passengers have to pay for wifi I did not bother Cocktail was good The nuts came on a cheap plastic tray which was naff other airlines bring out something classier A female flight attendant came to take my order and I asked for Rooibos panacotta and the chicken breast She repeated back to me so you want a P and a C It was such a bizarre thing to say that I misheard I thought she said so you want beef and sea Confusion reigned until she explained to me she had a checklist of passenger orders and they abbreviate to first letters so she was saying P for panacotta and C for chicken But how bizarre to repeat back an order to a passenger in code Why not just say so to confirm panacotta to start and chicken as your main dish like every other restaurant airline does in the world The internal coding of food ordering is exactly that internal She even looked irritated at me that I did not understand her jargon first time The food when it came was excellent Much much better than recent flights I read somewhere that BA changed caterer If so it shows The panacotta was superb as was the chicken good restaurant quality The wine was OK to good but definitely not good to excellent I feel that while the food has got better in BA business class the wines have got worse Certainly compared to Air France which I have also flown recently The wine was brought out on time not after I finished eating as it was late time I flew BA business Cheese was also good and not teeth crackingly cold as last time I had a good night's sleep Plenty of snacks out if you wanted them and they did not run out Breakfast was excellent and the coffee was hot previously it has been lukewarm So all in all a vastly improved service offering The staff seemed rushed off their feet it would not hurt to have an extra flight attendant to look

after so many business class seats Overall summary vastly improved passenger proposition It would be 10/10 but I deduct a point for showing me to the wrong seat and another point for the bizarre interaction with the female flight attendant who repeated my food order back to me using internal jargon codes',

'Once again a terrible business class experience with BA The flight was delayed by 45 hours The plane was very old with problems with at least 4 of the seats in business class not cleaned properly prior to departure Food was terrible as always with BA and only one choice available from advertised menu As a result of the delay we missed our connecting flight from Heathrow and instead of putting us on the next connection they chose the second last flight of the day which was also delayed by over an hour meaning we had an additional 4 hour delay whilst at Heathrow At no point were we advised about our compensation rights despite asking at check in and connections or provided any vouchers during the delays Having flown Etihad Qatar and Virgin business class equivalents over the last year it is clear to see how big the gap now is between BA and its rivals ',

' BA A380s are showing their age hopefully they will update the interiors soon because it was a let down especially when the flight lasts 11 hours Cabin crew were good and helpful Dinner was ok but the breakfast was grim On board entertainment was not the latest and seat back USB ports didn't work The only upside of BA is that it is only 1 of 2 airlines who fly this route directly and their pricing reflects this if you're prepared to lay over then there are better airlines out there',

' \xa0 \xa0Credit to BA Flew to Singapore recently and also back from Doha to London and both experiences were great Service was fantastic as was the quality of the food entertainment and was left feeling BA have got it together after a few previous below average experiences You definitely notice the difference with the staff on BA Far more approachable and outgoing compared to the cold and corporate middle eastern airline crews Nice one BA for 2 great flights',

' \xa0 \xa0The check in area for premium classes at Gatwick is very nice and there was no queue when I arrived so I was able to drop my bag very quickly Premium security at Gatwick is fine The flight was delayed due to NATS issues but the member of staff on arriving at the lounge let me know of this The lounge is nice and it's very comfortable There was an excellent range of food and drinks All the drinks you would expect Food wise there were sandwiches soup pasta salads fruit Spanish stew as well as turkey and ham pies with mashed potato roasted parsnips and carrots and gravy It was

all really good and particularly nice to see so many options Boarding was pretty slow although the gate crew did a good job to keep it well organised and allow priority passengers to board first As has been well documented the onboard experience in terms of seat on BA Europe business is pretty poor but in line with other European carriers sadly That being said the seat is well padded and comfortable and the adjustable headrest is quite good The on board catering was of excellent quality I was lucky to get my preferred option of the roast turkey but several people sat near me weren't as lucky I do understand that meal options may run out but when the meal options are roast turkey with all the trimmings vegetarian cottage pie or a chicken salad you really should be stocking enough for every passenger to get the proper meal Or failing that allow an order in advance service where you then only stock the meals that people want to eat Whilst I fully support the desire to minimise waste both food and cost people really should really be able to get the ideal meal option Unfortunately one of the people affected reacted very badly to this and took it out on the cabin crew which is unacceptable they also lost a bit of perspective about just how serious a situation it actually was The cabin crew were very nice friendly and professional if a little slow but not to the point of detracting from the positive experience I had The ground service at Gran Canaria was pretty poor priority bags clearly meant nothing 95 of bags coming out were not priority mine came out about halfway through bag delivery and demonstrates poor delivery of service and not fulfilling on the service they promise to their customers Overall though it was a very nice flight and having paid for it using avios and £1 I cannot complain at all',

' The flight took off a little late due to Heathrow congestion but still landed on schedule Boarding was smooth and the onboard service was efficient A small snack was served for free with a bottle of water additional items were available for purchase The cabin and toilets were very clean Overall an unremarkable flight but in a good way',

'BA is great in the air But they sell you connections thru London Heathrow Terminal 5 their private BAonly terminal which you are practically not able to make 90 minutes stopover time European flight inbound transatlantic flight outbound you arrive at the terminal gate ON TIME and book security Endless line slow process Your boarding starts and you are nowhere near the X ray and then it is a train ride within the same terminal but different distant buildings Almost impossible to make Lots of stress',

' I had broken my leg 2 days before our return flight from Lisbon to London I called to get some assistance from British

sh Airways hoping for wheelchair assistance an easier seat to get to or possibly an upgrade so that I could stretch out my broken leg which was in a cast This airline failed on all fronts Quoted us a price of €6000 each I was traveling with my husband which we could not do Almost didnt let me on the plane trying to interpret my medical report They did not attempt to change our seats which were near the back The single concession they made was to allow me to board 1st but did not offer a wheelchair so I had to swing myself down the aisle to my seat using the arm rests of all 21 rows before my seat as the aisles are not wide enough for crutches Might I add I am nearly 70 Had to exit same way No wheelchair waiting for me at Heathrow had to hop onto bus with crutches to change terminals and nearly took a tumble doing so Took so long to get a wheelchair that they had to hold my connecting flight on another airline for me and we were last to board That flight had allowed us to upgrade to business class for a reasonable price and took great care of me',

'Check in at MIA straightforward BA use American flagship lounge near gate D30 which is excellent Flight delayed but only by 1 hours Boarding chaotic On board staff were fine Seat was fine too but product ageing Post take off service prompt Slept for 6 hours I noticed that in club world BA have ditched rose champagne which is a shame Pre arrival breakfast was ok Slow to deplane Luggage off ok',

' \xa0 \xa0Never I saw such a terrible customer experience The plane landed already 30 minutes late despite any operational delays the boarding took over 1 hour because the crew did not know where to place the luggages After this long 1 hour boarding process the captain did not apologise This is extremely frustrating when this occurs on a night flight forcing passengers to lose train connections to home',

' Having not flown with BA for a few years I read some of the reviews in preparation needless to say I boarded this flight with low expectations I was pleasantly surprised as the flight was ok We left LHR a few minutes early and arrived at JNB ahead of schedule Cabin crew although not as good as some carriers were attentive and professional Onboard catering was a disappointment as if you were unlucky to miss out on the chicken you were given a very sloppy pasta On board entertainment has never been BAs strong point and sadly that hasnt changed Unfortunately BA is not the prestigious carrier it once was but its not as bad from my experience as some reviews suggest',

'Dear Community I feel compelled to share the utter frustration and disappointment that defined my recent travel experience with British Airways Buckle up folks this ones a rollercoaster On July 16 and 17 2023 I had the displeasure of

flying with British Airways on BA709 and BA7 and let me tell you it was a nightmare The initial flight from Zurich ZRH to London LHR on BA709 faced a seemingly unavoidable one hour delay upon arrival at LHR This of course resulted in me missing my connection to Tokyo triggering an automatic rescheduling of my flight to Tokyo HND via Beijing with Air China a Oh but the fun didn't stop there – flight CA183 was also delayed turning my 16 hour delay into a grand total of 23 hours finally arriving in Tokyo at 2300 instead of the promised 710 And the cherry on top My four checked in suitcases decided to take a detour and didn't join me in Tokyo forcing me to waste an additional two hours filling out forms at the baggage center I finally got my lost luggage back on July 23 because why make it easy right But wait there's more My return flight from Tokyo to Zurich BA8 on August 8 also danced to the delay tune making me question if punctuality is just a myth for British Airways The cumulative impact of these delays torpedoed my vacation plans stealing a whole day of scheduled activities including a guided Tokyo tour As if that weren't enough I had to dig deeper into my pockets for unforeseen expenses—extra airport transfers tour operator assistance fees emergency purchases airport meals and international calls for rearrangements The lack of assistance at LHR airport was the icing on this bitter cake Installing the BA app just to get basic information about alternative connection flights was a hassle and the fact that no BA clerk could provide this info in person was downright infuriating British Airways you've left me with a sour taste in my mouth and a dent in my wallet Here's hoping you take this feedback seriously and step up your game because right now it's not a good look Frustrated and fed up Bert',

' Quick bag drop at First Wing but too many passengers so had to use fast track security in main terminal Direct entry to Concorde room outside security south Ate excellent breakfast which was served promptly Concorde room is a nice place to wait for a flight there is some interesting memorabilia and an excellent bar Boarding from c gates was disorganised and slow On board cabin crew excellent Good choice of beverages and these were of high quality Food was good Seat comfortable No first bedding provided On time arrival into Miami Baggage took 1 hour to arrive',

' 4 Hours before takeoff we received a Mail stating a cryptic message that there are disruptions to be expected as there is a limit on how many planes can leave at the same time So did the capacity of the Heathrow Airport really hit British Airways by surprise 4h before departure Anyhow we took the one hour delay so what but then we have been forced to check in our Hand luggage I travel only with hand luggage

e to avoid waiting for the ultra slow processing of the checked in luggage Overall 2h later at home than planned with really no reason just due to incompetent people Service level far worse than Ryanair and triple the price Really never again Thanks for nothing',

' I recently had a delay on British Airways from BRU to LHR that was due to staff shortages They announced that there was a 2 hour holding delay but they would board us immediately in hopes of clearing the gate and leaving early We had to wait the full 2 hours inside the airplane The plane was old dirty had no power at the seats The staff provided a small bag of pretzels and 250ml of water to the passengers for 2 hour delay and 2 hour flight There were no options to purchase food or drink There were no entertainment options available I am a OneWorld emerald elite member but they do not upgrade members based on status First class lounges at Heathrow are overcrowded understaffed and poorly equipped The help desk is completely unhelpful when an error arises with delays and cancellations even when having the top status The Avios points system has been devalued to near worthlessness and requires fees to book reward that nearly equal the price of the revenue ticket British has lost its way in recent years and has moved from a worldclass airline to a budget airline with much worse service and timeliness than Ryanair or EasyJet',

'Not Boarded on time but it took ages to get to the runway due to congestion Flight was smooth and quick Snack and drinks were good for a short flight Landed only about ten minutes late One bag of three left in London forms quickly filled in and the bag was delivered the next morning',

' 5 days before the flight we were advised by BA that it had been cancelled and asked us to rebook There were flights 1 hour before and 1 hour after our original flight but they made us take one 3 hours earlier Our original ticket and the return flight a week later included a checked bag When we arrive at Heathrow to check in we are told our ticket doesn't include a bag and we will have to pay 75 pounds each to take them We explained that the original ticket had the bags and when they checked the system they confirmed that it did but not this one They would make no effort to sort it out and just told us to pay up or they would remove us from the flight So we had no choice but to pay up thinking it should be pretty easy to get a refund 15 months and 10 emails later we have still not seen a penny Every time I ask where my refund is and state how long we have been waiting I get an inane email saying some departments take longer than others to respond Absolutely hopeless airline to stuff up the booking in the first place and even worse customer service

to not even attempt to solve the problem at check in even when they could see the mistake THEY had made in their system compounded by being be unable to investigate a very simple claim and refund me 150 pounds in 15 months',

'Not \r\nWe traveled to Lisbon for our dream vacation a cruise to Portugal and Spain Our friends did not EVER get their luggage It was a two week cruise Two weeks without a change of clothes or her CPAP machine Contacting customer service was a nightmare We never talked to a real person Very little effort was put into getting them their bags In one port we were on the ship and the bags were at the airport The airlines did not deliver the bags nor did they tell our friends that they needed to go get them The airline couldn't be bothered to take the bags from the airport to the ship BA says it is their policy to get you your bags within 72 hours That is a joke It's been over two weeks and they still don't have them They are back home in the US and last they heard the bags were in Lisbon If you have a choice do not fly British Airways Customer Service is non existent',

' Booked a flight from Bucharest to Manchester with a 2h 45' layover at Heathrow Flight was delayed from Bucharest because of ATC strike Arrived at Heathrow 40 minutes later than scheduled and still had enough time to catch my connecting flight Unfortunately we were stranded in the plane and waited a very long time to disembark the plane due to lack of staff or slot shortage it's a common problem with BA at Heathrow I missed my connecting flight because of their delays and they told me I had to wait all night in a freezing airport for the first flight the next day There was just a shameful 10£ food voucher which is a joke considering the ridiculous prices at LHR No accommodation offered and had to sleep in a very cold airport I asked for compensation and they sent me a long text with the same lame excuses that they are sorry but they will not compensate anything I can't imagine a worst airline than BA regarding customer care It is not about money here but rather than the way they treat customers It is the last time in my lifetime that I will be flying this joke of an airline',

' Booked online months ago and the only hitch was replacement aircraft meaning chosen seats were different I was informed of this prior to departure so could amend Bag drop at MAN T3 wasn't smooth but I suspect that was MAN fault Shuttle boarding was slow and delayed meaning a rush at LHR T5 The flight to CPT was full but we left more or less on time The cabin was clean and PE was what we expected sufficient leg and arm room plus a few little perks with drinks Only complaint is the seats actually recline too far Staff were very good during the first few hours of service especially Ge

orge Food was quite tasty but one option wasnt loaded Break fast was also quite tasty and we landed on time The fly in the ointment is both our cases arrived late on the carousel and only later did we notice both had been broken into likely at CPT All in all a pleasant surprise',

' The flight was on time The crew were polite It was the same story on my outward flight I find that BA in Europe is generally pretty good though I regret that they have substituted Prosecco for Champagne on the list of drinks you can buy in economy So many complaints about BA and other airlines revolve around lost luggage that I never check in bags even for long trips',

'Not Angry disappointed and unsatisfied My route was from London to Atlanta My suitcase was not boarded therefore not landed with me For both comfort and safety reason a bag always fly with its passenger and that did not happen Claims and few phone calls were made by desk assistants who answered my questions unprofessionally and miserably Certainly I was left with nothing but my backpack which contained not more than few snacks Neither clothes nor anything else was ever provided as an apology Meanwhile I was also told that my bag would have been delivered through the next 24 hours which also did not happen British Airways is a great airline to fly with but its organization when it comes to customer service is poor and uncertain Still waiting for my bag',

' As an infrequent flyer British Airways was always my first choice With some reassurance and comfort of service quality luggage allowance etc In fact I've never flown with the budget airlines My most recent flight has now changed my view and causes me to reflect on what am I actually getting for my money and is BA what they once were While the flights were around an hour delayed both ways the cabin and ground staff service were ok It is the facilities or lack of that I am most disappointed by The flight was Approx 4 and a half hours and the only thing offered was a half cup of water that was poured out and a bite sized banana slice of cake In fact on my return journey I wasn't even offered the water To top it off BA no longer have a media screen from which you can select something to pass the time away There wasn't even the obligatory flight journey The WiFi was poor I couldn't even access the shop However for a fee so much more was available This explains BAs record profit of £152bn So the question is what am I paying for I will now for sure opt for the budget airlines They are transparent with what they offer and what you have to pay for which I can decide to choose or not As BA now stands for Basic Airways I'll go elsewhere and get basic for cheaper',

'Not A totally unremarkable flight on time as comfortab

le as European configuration goes No catering due to the storm effect greatly exaggerated This was advised by email and a euro 15 was provided not easy to use but lounge made up for this loss',

' 1 Ground crew in Heathrow left 60 passengers luggage We had 3 bags 2 The Heathrow ground crew left 1 of ours behind after the 1st two were received the next day 3 The Heathrow ground crew lost our 3rd bag 4 times and we were on the phone with them for over 3 hrs over the course of the week 4 Due to this we had to spend 500 on health and beauty items for my wife on our cruise 5 British Airways said they MIGHT reimburse after 3 months 6 We had to spend 100 in cab fare to Barcelona because the Barcelona ground crew Iberia claimed they had delivered it to us 7 Heathrow ground crew made us 15 minutes late arriving back into Heathrow after our cruise We actually landed 10 minutes early but those incompetent people still were not ready for us 8 The Heathrow ground crew caused us to leave 45 minutes late even though ALL passengers were boarded and ready 15 minutes before the departure time This will probably mean we will miss our connection in Anchorage BA clearly does not care or know how to operate a ground base shameful BA is a joke and should be embarrassed they can't operate like a normal airline They do not grasp the concept that even a small hiccup can cause mass ripples of chaos to other people',

' London Heathrow to Gibraltar on 24th October 2023 I shall start by reference to the booking process I used the BA website to reserve the seat and food the website to be easy to use and clear in every aspect The flight was due to depart from terminal 3 but the passengers were bussed for a good 15 minutes to a different part of the airport where the aircraft was on a stand When boarding the flight the cabin crew kept a very low profile and this was maintained during the entire flight The captain made 3 brief announcements during the flight There was no inflight entertainment The seats were clean and comfortable enough for a short flight The lack of catering was overt Other than a tiny bottle of water and an inedible "breakfast bar" one had to use an online system to order even a drink and of course pay for it too The passengers next to me could not use the online system as it does not seem to work and the cabin refused to sell them a coffee because of this fault Moreover the USB charge points did not work either Given the early hour of the flight it is a poor show that there are not even for sale items available from a trolley service The system BA have in place is not good enough The flight arrived on time The disembarkation was inefficient though and poorly managed and the crew were not to be seen The crew were wearing the new BA uniform

m and it seems to reflect a downward trend of the airline To be candid there was any difference between this BA service and that of so-called "budget" rivals On this route BA have a monopoly and so I did not have an option to use the services of a different company',

'First time flying British Airways and I would not hesitate to fly economy with them again Flight attendants were pleasant and efficient Excellent special meal low sodium Comfortable space in economy One of my better flights',

'Not I flew London to Cairo and return in October 2023 It was basically a perfectly good pair of flights in Economy with pleasant and professional cabin crew especially on the return journey Being only 173 cm tall I have no problem with legroom in the back of the plane the seat was OK if getting a little numbing after 5 hours and the return of a rather good included snack box and drinks was welcome However it must be said that the value for money was poor with a checked bag on the return leg only this was a nearly £700 ticket And although I am content to pass the time by reading or sleeping it was surprising to find no inflight entertainment on 5-hour flights However overall I would still recommend BA and would do so even more enthusiastically if it was more sensibly priced',

'Not Absolutely the worst experience ever Flew into Heathrow no problem Waited for 5 hours three extra hours for our connection to Porto then they cancelled the flight Scrambled for a hotel and a new flight the next day They routed us through Madrid the next morning That flight was 15 hours late so we missed our connection to Porto Because we missed the connection their fault they cancelled our return flights After two hours on the phone with customer service from the Madrid airport they booked us a new return flight then they made us pay 1300 to fly from Madrid to Porto Then for no reason they cancelled our return flight again After hours and hours and hours with customer service we finally got a return flight five days after our original return flight Meanwhile they lost my wife's luggage We finally got 15 DAYS after they lost it Return flight More problems with our reservations At no point was British Airways helpful They left the onus on us to fix their mistakes at every turn They completely ruined a three-week vacation and they don't care They wouldn't even let us speak to a supervisor or manager Awful bordering on passenger abuse',

'Not \xa0 \xa0 Flew back from Malta after scattering our sons' ashes at his favourite spots When we boarded the aircraft for our return flight my wife became upset A member of the cabin crew noticed this and immediately spoke to my wife and tried to reassure her Her name is Tracey an exceptional

crew member I noticed she spoke to other travellers in a courteous manner and was friendly Each time she passed my wife she asked how she was and would she like anything This kindness made a difficult time easier for us both Aircraft seats were comfortable and service good for a 2hrs 45mins flight Thank you BA',

'Not Cabin luggage had to go to cargo even when I said I carried medicines There was no time to get them out the hand luggage The economy seats with Virgin Atlantic KLM and even Ryanair have more space Luckily it was a short flight',

' I have been using BA for a while now and on average I cannot say that I am pretty satisfied BA somehow experience cancellations and delays most of the time Second the inflight service is usually weak Food portions are small and cabin crew is not very helpful especially when it comes to drink requests The screens in the A380s should be renewed as they are full of scratches and same size as A321s Especially in longer flights the entertainment system becomes more important There is also no welcome package except for pillow and small blanket I would expect more from BA If you are flying from the US to anywhere except the UK I would recommend considering other airlines But if you are flying to/from UK directly then BA could be one of your choices',

' I flew from Istanbul to London in Business class For more than half of the flight a child was watching an iPad very loud with no phones plugged in it was three rows in front of me and disrupted my flight as I could hear it above my headphones Staff thought this was fine and refused to tell the mom to turn it down Why is this acceptable on a flight especially in business class Has this airline turned into a zoo Are staff given no training in customer service Why is a child allowed to disrupt other passengers When I told the staff she just laughed at me BA customer service is a disgrace Ive not even mentioned the food but it was bad really bad',

'Not I have flown on BA several times since the airline started nonstop service between Austin TX and London Heathrow Every year the service gets worse I brought a tape measure with me to see how far apart the seats are in the economy section 25½ inches BA has removed bathrooms in order to squeeze a few more rows of seats onto the aircraft Thankfully Im not a big person and was able to squeeze into my seat without being too uncomfortable When BA first started flying out of Austin the food was great Now when I arrive at Heathrow I get real food and take it on the plane with me I dont know where or who makes BAs food but it is not eatable If BA did not have a direct flight from my hometown to London I would fly with a different airline When we checked into

Heathrow the line was extremely long and only one person was checking people in. It took nearly an hour to get to the counter. I understand airlines are making record profits and need to make up lost revenue from the pandemic but I think BA has gone too far and has little concern for customer service in pursuit of profits',

' The flight departed over an hour late due to a late inbound plane. The plane was very full and half of the economy class passengers were forced to check in their larger cabin baggage at the gate when boarding, making a complete mockery of the hand luggage allowance advertised. Lots of passengers on board were stressed out about missing onward connections due to the delays and some did miss them as their next gates had closed by the time we disembarked at Heathrow. Onboard service was ok but minimal. BA gave up being a full service airline some time ago. More concerning is that trying to get hold of customer services to make changes to bookings and deal with problems was nonexistent. The airline seems to make it deliberately hard for its customers to contact it',

' I hate British Airways. We got to London on Oct 3 and our next flight is cancelled. We stand in line with 1200 other people to get it fixed and they tell everyone to leave the airport and call them to fix. They book us the next day via online. Don't offer vouchers for hotel, we will miss our tour. Now trying to get home from Istanbul. Plane is here but should have started loading an hour ago. No explanations. May miss next flight. Will never travel with them again. Was this same problem April 2022 flight',

' Our BA flight from Porto to London Heathrow T5 was operated by Finnair using a Finnair plane and crew. This had been advised by BA shortly after booking with the option to change flights if we preferred. Although the business class cabin was of a similar layout to BA Club Europe, i.e. with the middle seat kept free, my wife and I felt the seats were more comfortable and the legroom slightly better. Service was good on board and the meal was very tasty, we chose the beef cheeks. All was good until we landed at Heathrow. Although we passed through passport control without delay, once we were at the designated baggage reclaim we just waited and waited. After an hour and ten minutes I went to the BA baggage counter to ask what was going on. They seemed unaware of an issue but said they would find out. Over the next hour or so various other passengers also requested information and despite various announcements and a list of different excuses it was almost 2½ hours before the bags finally arrived. Frustrating to say the least. I subsequently complained to BA but after 4 weeks there has been no explanation, just the au

tomated message from customer services 'we are experiencing exceptionally high volumes' This response says a lot',

'The customer services call centres etc are atrocious and sometimes callous They just don't care Long waits to speak to anybody who then have no power to actually solve anything and the calls just cut halfway without resolution anyway If the flights are cancelled as were my original ones you're really left on your own and nobody cares The onboard services are so-so but for short haul it's now "semilow cost" which is confusing as you never know what to expect This time we were given a bottle of water and a very small snack whilst anything else had to be paid for And yet on some other flights apparently you have to preorder any additional food It's confusing which makes it not dependable Cabin baggage is in theory generous compared to competitors in economy but then they asked more than half the passengers on this flight to check in the cabin baggage at the gate due to lack of space in the overhead cabins leading to long boarding delays Their whole offering hasn't been thought through very well The USB power supply did not work throughout the flight contrary to the announcement that the power be available after the seatbelt sign was turned off so it was pointless providing the sockets in the first place Not my first choice airline on this route and am just trying to use up most of my Avios points before I totally abandon them I fail to see how it is deemed a 4 star airline',

' I am a frequent flyer with BA and have been for the last 15 years Having noted the ratings given frankly I cannot understand how BA scores three stars for most aspects of its service In a nutshell BA has placed profit margins over passenger appreciation This fact was hammered home on my return leg which was not in Club Europe Quite alarmingly BA appears to place profit over passenger safety by extending its Business Class seating up to and beyond emergency exit rows and then failing to ensure those seated in exit rows have the physical capacity to actually open the door in case of an emergency I was not at all reassured to see an elderly and slightly built woman seated with the responsibility of opening the overwing exit should the need have arisen Short haul business Club Europe is simply a joke and only useful for gaining valuable tier points for lounge/preboarding benefits While cabin crew service is excellent the lack of space and reduction in refreshment choices etc places them a million airmiles behind competing airlines such as Qatar Turkish or Emirates who understand the true definition of customer appreciation and hospitality BA has consistently eroded the value of their Executive Club and seems to be of the impression that recent changes in obtaining avios points durin

g the booking process benefit passengers really I want to support BA and did enjoy flying with them up to the point when they started penny pinching and became more deserving of the name Budget Airways The attached photos taken during my most recent itinerary highlight the difference in customer care appreciation between British Airways and another airline used in this trip Both flights were around 4 hours in duration on the same day Guess which one is showing BAs inflight offering',

'Not Flew with BA to Punta Cana Took the trouble to reserve seats for both outbound and inbound flights On boarding at Gatwick realised we had been moved to much less good seats with other people sitting in the seats we had spent a lot of money reserving Apparently there has been a change of aircraft and a number of passengers had been automatically reallocated seats for no particular reason The crew said there was nothing they could do although of course they could just have swapped us with the couple using our seats We were told to claim a refund on return home We did this via a complaint form Ns BA offered us £100 in vouchers We didn't accept this as it was less than the cost of the seats and also naturally we wanted our money back We eventually got it but not without a fight Very second rate shoddy airline',

' They downgraded me from business to premium economy They took three months to get back to me and offered me 200 pounds or 400 AUD The difference between business class and premium economy which I never fly is 3000 AUD and the difference between economy and business is 6500 AUD They owe me at least 1500 pounds and to be very fair 3250 pounds The downgrade was insulting and incredibly painful as I had a recent cancer operation and have a back injury which I have pointed out to them I need to lie down The wait for them to get around to me has been numbing The insult of their offer has been the slap in the face to continue my degradation The people I have dealt with at the airport have been down to earth honest hard working people The actual staff on the plane were warm and friendly and helpful The systems under which BA operates are some sort of medieval torture',

' The already delayed aircraft landed and apart from the small BA logo on the rear of the fuselage there was no indication as to whom the carrier really was Boarding turned in to a farce with passenger groups being told to wait in one queue in order to board only to be informed we were on the wrong place and our boarding wasn't allowed yet The interior cabin was reminiscent of a BA cabin from twenty years earlier except the tight legroom and uncomfortable seating which made a budget airline feel luxurious The crew were not BA but from an unknown charter company Service was slow and as

usual choices of food to purchase ran out before theyd reached row 24 I requested a cup of tea which never appeared Thank goodness for my airport purchased water and the tiny offering of pretzels The over officious senior flight attendant whod been facilitating in Club Europe appeared in economy and immediately slammed down the armrests whilst still in mid flight making an already uncomfortable journey feel worse Cattle class was definitely that To say I was happy to land and disembark was an understatement Never again BA never again',

' \xa0 \xa0 Caught up in the Gatwick cancellation fiasco at some point between what was smooth check in unable to do online as part of group travel and security the flight was cancelled we were denied entry to security and departures as a result It was at this point that we discovered BA Gatwick are not BA but a masquerade who are unable to help and and provide very little assistance unless the real BA provide information and even though our baggage was now airside didnt have a clue as to how we could get it back It is however with thanks to a supervisor from Business Class check in who came to our assistance and help with our predicament baggage retrieval information on what to claim and how and our revised BA flight from LHR the following evening Difficult to give a rating for cabin service as we didnt even board the aircraft',

' \xa0 \xa0 BA has a real problem with boarding its flights Those who get on first fill the luggage bins with 2 bags one of which is supposed to be small and under seat only Cabin staff dont bother implementing their own rules Subsequent passengers mill up and down the aisle bumping into each other searching for space Boarding this flight took an hour as a result of this nonsense The incoming flight was late already so our 90 minute flight was 90 minutes late',

'Our connecting flight from London to Glasgow was canceled and we were forced to wait 12 hours in the airport for a new flight When we received our luggage at Glasgow we discovered that our luggage was soaking wet My wife's luggage contents were wet and had to be air dried',

' The worst airline I have ever flown with Allocated the very back row next to the toilets and galley No chance of getting any sleep question asked of possible seat movement ignored and getting bumped the entire time by cabin crew walking or pushing kart up and down aisle without one apology Would have been better sitting in the luggage compartment',

' Excellent service levels proactive crew and superb food and beverages I found all aspects of the service to be superior to BA business class even the new BA Club Suites First Class felt exclusive the dedicated crew were clearly used to

o working the premium cabin enjoying their work were proactive friendly very respectful and the food and beverage offering a considerable step up from business class The seat with sliding double doors was spacious well designed and very comfortable British Airways offered a solid First Class service from Concorde Lounge to boarding which was actually by group number for a change to the very warm and genuine welcome on boarding A consistent solid comfortable service from start to finish and if the price was right I would not hesitate to book First Class with British Airways again',

'Not Booked a very special holiday for me and my partner September arrived and we were on our way to lovely South of France Booked Business Class for us both to start the holiday right As we were checking I was told the flight was over booked and our seats wouldn't print onto the ticket for some reason We had already made sure the seats were booked when we had booked the flights nearly a year prior to going Unfortunately when we arrived at the gate we were then told we would no longer be sat together and one of us would in fact have to go into economy My girlfriend is an extremely nervous flyer and so had to take extra tablets to remain calm She didn't have any food which we had pre booked also and she was sat right down the bottom end of the flight We were held at the gate with another 4 or 5 couples all in the same predicament all due to the lovely money grabbing British Airways over booking the flight They ended up refusing passengers in the end and even had people sat on the fold down chairs in the toilet area When we eventually arrived in France late we was waiting for our luggage to come Our airtags stated that both our cases was in fact still in Heathrow We then had to wait 4 days for them to eventually come into France by this point our holiday was ruined British Airways was absolutely shocking we couldn't speak to anyone as all the phone numbers were no longer in use We felt stranded in a foreign country with no clothes and no one to help use with what to do next Every day we watched them case not moved as we were tracking with air tags it was so frustrating not being able to plan our days in hope we would get the call to then drive all the way back to the air port 2 hours each way to collect our cases we ended up going out and buying new clothes toiletries and all the stuff to make the best of our ruined holiday saving all the receipts thinking we would be able to claim it all back how wrong I was British Airways take zero responsibility and fob me off with going through my insurance British Airways only pay for basic essentials Pants and toothpaste I filed a complaint when I got back and requested my money back for business class and they haven't even had the decency to even respond They are an absolute

te joke of a company and I wish they would remove British out of there name because there is nothing British about them Do not give them your money they cant even look after their staff let alone customers Oh and dont bother trying to cancel your flight either as they just take all of your money off you and give you nothing back',

'Not Just returned from Chicago flew out 10 days ago on American Airlines absolutely superb in every way had high expectations on return flight with BA\u2028What a disappointment\u2028The Airbus A380 may be nice from a pilots perspective but as a passenger it was awful\u2028Very uncomfortable seats the inflight entertainment and flight tracker failed to work throughout the flight the inflight meal was inedible and the service was mediocre at best Our short flight from Heathrow to Manchester was much improved very welcoming and attentive in flight staff and the flight even arrived early In future we will travel with one of the American carriers ',

' BA standards continue to decline every time I fly with them This time a 45 min late departure which seems the norm for BA and no information from the rude and clueless boarding gate staff The Club lounge was overcrowded dirty and grubby and cleaning staff could not cope How many more cutbacks is BA going to apply before they become truly low cost As a 35 year veteran user of BA while people complained of Alex Cruz cutting costs the past 3 years has seen them decline very quickly under their latest CEO One reads the occasional article about BA improving things but I have yet to see anything substantive There seem to be few British staff left amongst the cabin crew so maybe time for a name change and give the flag carrier status to a proper lowcost and sadly the staff service has declined year on year Onboard the catering remains poor and surprised that DoCo can produce such rubbish meals when I have sampled their Turkish Airlines equivalent in August that was superb guessing BA are too tight with their budget Onboard WiFi service is a joke and should be avoided',

'Not Awful Business class check in queue just as long as for economy probably because half of the desks were not staffed and Terminal 5 is chaotic Business lounge overfull couldnt get seats Delayed flight unmanaged chaos at the gate No drink on boarding first drink served an hour after takeoff The meal was poor used to get better in economy on other airlines British Airways has won the race to the bottom of the cheapskate stakes Not looking forward to the flight home',

' Not a reliable airline You cannot trust the timing at all I had a 645am flight boarding was on time but then we are

sitting in the plane for already 15 hours and the expected departure is still not clear They have discovered the engine is not working I am risking to be late for a business meeting in Geneva How come they bring a not working plane to the gate The funny thing is that I had another business trip in spring 2023 also with BA to Amsterdam When I arrived to the Airport that time I was told I dont have a seat I was put on the next flight in several hours which should have got me to the business meeting late but still not too much A lot of stress In the end on the second plane we were sitting in the cabin for 15 hours and I have missed the meeting I thought it was a dramatic unlucky case that time but today I see its routine for BA not to fly on time',

' I take comfort in reading the last ten or so reviews to see Im not the only traveller to put in words how absolutely abysmal British Airways are The only reason we are stuck using this awful airline is to use up points We booked Club Europe months ago London to Athens sat in row 3 and told they had run out of food options only choice was lentil pie or green curry Returning Athens to London Club Europe Couldn't check in online as promised so arrived at the airport 3hrs early To be told they had overbooked the flight and basically we were being bumped to economy This airline fails to deliver time and time again It is a national disgrace and I implore everyone to choose an alternative ',

' The worst journey in my life The connection time at LHR was only 1 hour but the flight from MXP was on delay I had to rush to change terminal by train and arrived risking a heart attack After that the plane just stayed there for another 40 minutes Despite that upon arrival at SJC my baggage was lost I filled the form and gave to the employee I was not given any receipt so I did not have any reference number BA phone number at SJC simply never answer I called twice the toll free number and realized they did not record the delivery address I had to enter myself online dealing with a shitty website They delivered the baggage three days later I claimed for compensation online as I had to buy clothes and other stuff and I did never get a receipt I was expecting an upgrade for the flight back to MXP but nothing happened neither they allowed me to enter BA lounge at SJC Bad customer service The only positive side was price but obviously this cannot justify this treatment and if I knew I would never flown by BA Never again',

'The airplanes and the lounges are worn out old and broken From Dallas to Heathrow multiple first class seating and electronics were non functional and poorly designed The first class seating from Heathrow to Dubrovnik was nothing more than a tray blocking the middle seat of a standard coach ticket

ket Very disappointed',

'One of the worst experiences on the worst airline The flight was delayed due to earlier technical issues The time slipped from 1700 to 2000 to 2200 and finally cancelled There was zero information given Despite paying well over the odds for business class we were booted out of the BA lounge two hours before the flight When it was finally cancelled the BA staff Without explanation told everyone to go to a gate After another hour or so they made us re enter the UK via passport control a further 40 minute wait By now the airport was closing and there was no sign of our bags or any help from BA A passing Gatwick engineer finally helped us locate the bags BA completely washed their hands of us and in contravention of CAA rules refused to find us accommodation Many slept in a bus stop overnight There were people with young children who couldn't find somewhere to stay and yet BA had closed down and left The following day the replacement flight was also late and due to an admin mistake had no catering or liquids for a 2 12 hr flight Overall the service was shockingly bad the worst I have experienced from any airline I will not ever use them again',

'Cancelled our flight lastminute then moved us onto a flight 2 days later operated by Japan Airlines We had paid a lot extra for extra legroom seats as I am very tall and they assigned me a middle seat deep in the middle of the plane Because it was operated by a different airline but booked by BA neither BA nor the other airline could change my seat over the phone despite seats being available After 4 hours of waiting in queues and sitting on hold their solution was for me to arrive early at the airport I did but the seats had already been given away for free by people who had booked directly with that airline and could check in online I got a £10 meal voucher as compensation for this enormous downgrade on a 14 hour flight Never again will I fly BA I would rather fly indirect with better airlines than use this disgrace of an airline again',

'I had a flight from Miami Florida to Dublin Ireland via Londons Heathrow airport The outbound flight from Miami was delayed and we were further delayed when our gate was occupied when we arrived in Heathrow The total delay was roughly an hour but it was enough to make our connection a challenge where we had 73 minutes between original arrival time until the departure time to Dublin When we headed to our connection flight we were stopped by security personnel at a checkpoint and told us that the gate to our connection flight had already closed This was twenty minutes prior to departure time They ushered us to customer service to be rebooked Given the busy weekend of travel we were rebooked on a flig

ht at a different airport and were told that our cost to get there would be reimbursed We then waited 3 hours for our luggage and then took a cab to Londons City Airport The cab fare was roughly 500 When I filed a claim with British Airways they refused the claim and told me that we had plenty of time to make our connecting flight and therefore they denied my claim to be reimbursed for the cab fare This is after I explained that it was British Airways employees who ushered us to rebook the flight despite the 20 minute timeframe to make the connecting flight The person who rebooked us told us it was policy that they close the gate 20 minutes prior to departure I will never fly this awful airline again Given the other feedback on this site it appears that that is the overwhelming sentiment',

' We started our day with BA in Prague The flight actually left on time I came to find out that's very unusual We purchased business class seats As you can see from the picture they hardly were business class All they did was block off the middle seat in the first few rows and called it business class Horrible flight In addition I had a really rude rude check in clerk basically yell at me when I excused myself and asked if she could give a little bit of priority to the many business class passengers who weren't being served Then we got to Heathrow and the real fun began We had a 4 hour delay They gave us about 5 different excuses for the delay I had a few employees walk away while I was asking them questions They were very rude At one point there were no employees left And from the announcements it seems virtually every BA flight was delayed And there were no weather issues There was no place to comfortably store items in business class I've never experienced that before Not even a cup holder for my bottle of water The seat controls didn't work well You had to keep pushing the buttons to get them to do anything The power outlet didn't work There was no internet the entire flight The overhead luggage bin was too heavy I almost got a hernia having to close it This is a horrible airline I'll never fly with them again If I could give zero stars I would',

' I fly British Airways weekly not because I want to but because they own the route there's no other option therefore they frankly don't have to care about the customer The flights are always delayed and it's always someone else's fault be it weather delays to incoming aircraft or flight traffic control issues I've heard it all and for the life of me can not understand why they are allowed to operate I've been around the world and traveled with all of the world's airlines but British Airways are really the worst of the worst It's such a shame to have watched what used to be a good compa

ny fall down a cliff My advice is if you have an option to fly with anyone else then exercise the option but if you're flying with different connections and you have a tight schedule do not expect BA to get you to your destination in time',

'Not Everything was ok until our connecting flight in London just before take off we were on the runway the pilot came on to announce an engine problem After engineers tried to fix it while we waited on the plane for over an hour we were finally told that we would have to be evacuated and rebooked for another flight but not to worry because a special crew was waiting for us on the ground to help us and set us up in a hotel except that there was no one to help us In fact everyone refused to help us It was Saturday almost 8pm and they just wanted to go home Anyone with a connecting flight couldn't rebook on the application because the app wouldn't disassociate our first flight with the connecting one in London and the staff saw this but still refused to help us They gave us a phone number but there was only a message that said just to use the app Finally I got someone on the phone who rebooked us for the next day Now it's 1030pm and I have to find a hotel room because the airline refused also to help us with that So I had 2 choices either sleep in the airport or pay over 700GBP for a room I don't have the money to pay for this but after a 10 hour flight 8 hours of jet lag and the insane stress after the fact that no one from British Airways would help us I took the room Of course I claimed reimbursement but that was over 3 weeks ago and I haven't heard anything since so I have no idea when or how much I'll be reimbursed even though I'm not claiming any emotional compensation from the horrible situation they put me through due to their total indifference It's financially difficult for me right now because the money I had to put out is equal to half my salary and of course it's impossible to reach them by phone I feel still as I did on August 26 2023 completely trapped by them and their indifference with no solution or information',

'Not My initial flight was cancelled 8 hours prior the flight Then I was automatically rescheduled for next day Next day the flight was delayed leaving Hamburg and missed my connecting flight to Las Vegas Me and several other passengers spent the night in London British Airways provided us with vouchers but the transfer bus dropped us at the wrong hotel closest to our hotel and told us that we can walk there if we want to As a result I lost two nights hotel reservations that I made in Las Vegas I opened a claim and provided all receipts to British Airways to get refund of my hotel reservations but over 5 weeks now not a single feedback from

m British Airways I will avoid all flights with them in future and will share this story',

'Not We will never fly British Airways again Our flight on July 15 2023 from LHR to LAX was cancelled 20 hours before departure without any explanation Since 8 weeks we are now waiting for the refund and BA does not pay us the cost caused by the cancellation Very disappointing',

'Check in and security clearance very quick at LHR T5 My wife and I used the Galleries North lounge and at 600am it was easy to get a seat Good buffet breakfast options Flight boarded on time and flight departed on time I was seated in 4 A the Club Europe seats on the A320 seem to be getting smaller and legroom I am 6ft was very tight Cabin Crew service was fine I chose the full English breakfast it was ok but there was a lot of water in the bottom of the bowl Flight landed on time Overall an OK flight but Club Europe doesn't feel very premium these days',

'Not British Airways has confirmed itself as the worst airline in the UK Last minute cancellation no explanation refusal to book with another airline "because we don't have an arrangement with them" What's happened to what used to be our national airline',

'Worst BA experience I was supposed to fly out to Italy on 7 September 2023 I arrived at OR Tambo International airport ready to check my bags in I already checked in online the previous evening so I had my boarding pass ready At the counter I was told that I had been offloaded from the flight as my connecting flight has been cancelled No information was sent regarding this beforehand The team at the checkin counter tried to get me on another flight that evening but there were no flights available They did manage to get me another flight the following evening with Lufthansa to Italy via Frankfurt However I did miss the first part of my trip having arrived a day and a half later than I was supposed to Upon moving the flights I did ask the BA staff whether my flights back are still valid and that everything is in order which they assured me is correct I have to fly back to South Africa on 18 September and upon checking my booking information I noticed on my BA account that my first flight Milan to London is just missing from my booking My connecting from London to Johannesburg is still there After spending the entire morning on the customer helpline two different operators picked up and in both instances the moment I proceeded to give my booking reference number my call gets dropped Currently it seems like I will be arriving at the airport again on Monday without a flight',

' My daughter and I were denied boarding on our business class flight from Madrid to Heathrow in March 25 2023 the fi

rst leg on our return flight to Victoria Canada No reason was given for the denied boarding by the check in staff at the British Airways counter in Madrid who said they were only agents and told us to call British Airways We were three hours early for the flight and had valid passports After many tries we finally reached British Airways by phone but we were told to call Expedia which had booked the flights Expedia confirmed that we had been bumped from the flight with no explanation as to why Expedia then began a long process of finding alternative flights Over the next 24 hours we had numerous calls with both Expedia and British Airways Incr edibly the next available flights were 9 days later on April 13 This was almost unbelievable but after many many tries it was the best we could do Even though these were Business Class tickets Part of the problem was that apparently rules did not allow any changes to routing for any segment of the flight This nine day delay was a major problem for us I had to miss work and my daughter was missing school Further we received no compensation from British Airways no penalty fee and not any reimbursement of our expenses for staying the nine extra days After our return I began the British Airways online complaint process and submitted all supporting documents I received an email reply and a case reference number And then nothing I sent numerous follow up emails and received no replies It is now months later and still I have not heard from British Airways This is shocking and definitely the worst airline service I have received for my thousands of flights over many decades I am a very patient person and this is the first time I have commented on this type of forum I think the public should be made aware of extremely poor customer service at British Airways',

'Despite boarding being the usual free for all at LHR with groups 13 being called to board all at once Whilst those passengers who had agreed to check in a bag in at the gate getting to board before anyone else However the service on board was impeccable Superb crew friendly attentive interacting with passengers and generally appearing to be enjoying their job Like BA in the old days and at its best Food choice and quality seems to have improved too no beef cheeks thankfully and even the Club kitchen appears to have returned Old style Club seating but is at least better and feels less cramped on the 787s',

'Not Flight cancelled no crew 9th September 2023 not peak holiday period so why such bad management by BA Sent to the gate left standing of over an hour and then flight cancelled As were other on that day Why does BA continue to provide such poor service a national disgrace',

'Not The worst service ever my baggage did not arrive o

n time Both my flights were delayed I will never fly them again Even the food was bad and your service',

' 44 flights we booked this holiday were delayed about 12 hours No wifi available on 2 of 4 flights Food and drinks very basic and expensive Cannot recommend',

' British Airways has a total lack of respect for its customers I was booked to fly from Frankfurt Main to London City Airport and just a couple of hours before the scheduled departure the flight was suddenly cancelled by BA without explanation when I was already at the airport The worst thing was the utter callousness that staff showed towards customers The ground staff's attitude was that they are merely third party agents not BA employees and therefore they quickly washed their hands of us all telling us we had to contact BA directly via phone if we wanted help They couldn't even provide us a phone number telling us to look it up on bacom So BA abandoned its passengers They did tell us that the BA departure to Heathrow had also been cancelled meaning there would be no further BA flight from Frankfurt to London that day although other airlines were still operating the route but BA refused to rebook us on them The reason given for both cancellations was "technical reasons" No assistance or information was provided on our rights due to cancellation nor any information on help regarding food accommodation help etc Their attitude was literally that the cancellation had nothing to do with them and it was our problem not theirs I received an email an hour later notifying me that I had been automatically rebooked on an alternative flight 24 hours later which wasn't acceptable as I had to get back to London that night I rang BA's call centre and again they showed a high degree of callousness 95 of the halfhour call was spent with me waiting on hold with the phone just cutting off after half an hour and no meaningful information given to me by that point There was no attempt by the call operator to call me back when the line cut and I had a solid phone signal and wifi as I was still standing in Terminal 2 of Frankfurt Main airport even though my phone number is listed in my booking contact details They just don't care In the end I had to arrange my own return to London by taking a coach to Hanh airport which was 112km away waiting there for 5 hours and then booking an expensive last minute ticket with Ryanair to Stansted At least that flight operated on time and got me back to London BA is worse than a low cost carrier now',

'London Heathrow to Keflavik Iceland in Business Class on an A321 British Airways provides an unusual Business Class experience for intraEurope flights The seating is similar to most airlines middle seat vacant and little extra space

but on British Airways the Business Class cabin extends to almost half the aircraft This makes it less than a premium experience at every step from boarding to onboard The WiFi worked for only half the flight and there are no refunds But when it worked it was surprisingly fast Service on this flight was very good and we got to Keflavik on time',

'Mumbai to London Heathrow in Business Class on an ageing B777200 This aircraft featured the older Club World flatbed seats They are comfortable there is enough storage space around the cubicle and the monitor screen is among the larger ones I've seen on airplanes BA's new Club Suites are said to be far superior competing with the best Bclass rivals The entire Business Class cabin had just 2 washrooms but it wasn't an issue on this flight since the premier section wasn't at full capacity There was WiFi on board fast enough to even send videos via messaging apps Service onboard was competent but the staff lacked warmth The food was alright and no more The biggest plus of this flight is that it gets out of Bombay at 110 pm in the afternoon instead of the ungodly early morning hours most international flights take off from India The airport experience is far more pleasant at this time In summary British Airways provides a good but not spectacular Business Class product',

'Care and support shocking Written by a previously loyal BA traveller Lies and misleading unprofessional service Told that my flight was cancelled Booked on to next available flight in downgraded cabin from business to premium economy Called to ask why Told technical fault with my original flight My suspicion was another reason At airport check in staff said that not enough crew to staff original flight earlier in day Why take my money and allow me to book a flight which would have allowed me to get to work as a doctor in the first place How can you trust such an organisation to look after you as a flying customer',

'Flying A380 business class should be a pleasure but BA has made it a disaster with the worst seating and configuration imaginable How could any sane person could jam so many seats into a limited space and expect passengers to be happy Seats are narrower than economy on some airlines and you must face another person until a plastic screen is raised The TV screens are the size of a medium sized tablet and the controls are behind your head in a sitting position There is no where to put anything except one small pull out drawer at ground level that can not be reached when seated nor accessed when sleeping The window seats and middle seats are accessed by having to jump over a passenger on an aisle seat and the seats are so low that they are hard for elderly to get out of The whole business class set up is a sick joke E

ating is difficult because the seat is not close enough to the table and the tables are so flimsy that drinks can fall off Are there any redeeming features the answer is no If you like a little comfort avoid BA like the plague',

' British Airways absolutely does not care My reserved seat was change from an aisle to center seat for this overnight full flight and it was quite awful After enquiring at LAX check in the agent said sorry nothing we can do Onboard the flight the attendants seemed to try and finish the meal service at a racing speed with meals trays passed out with no proper questions about choice Then back and clearing trays and they disappeared to rest in the kitchen for hours after that No water runs if you need anything do not bother with the call bell as they simply ignore it I used to like travelling British Airways 1015 years ago but the bean counters have been in and lowered it close to a lowcost carrier I guess staff are badly paid from their terrible attitude and service My last trip to London was with Delta they are so much better than this very poor excuse of an airline that British Air has now become',

' My recent experience with British Airways was not just horrendous it was an utter abdication of responsibility on their part I arrived at JFK ready for my flight to Malaga only to find it had been cancelled with zero notice After a draining 2hour altercation I was finally placed on a different flight The nightmare continued when I landed in Malaga sans luggage containing essentials for my sons wedding Thirty agonizing hours later the bags showed up—but my brandnew iPad and a special watch for my nephew were missing The items werent merely valuable they had emotional significance which made the loss even more gutwrenching Youd think a reputable airline would make amends for such errors Despite the clear mishandling of my baggage by their team they refused to offer any reimbursement or even a modest amount of airline credit Their customer service was not only ineffective but also astonishingly callous Their response was in essence Its your fault for trusting us with your belongings This isnt just poor customer service its a complete disregard for basic human decency and responsibility British Airways had numerous opportunities to right their wrongs and chose not to If you have any respect for your time belongings and emotional wellbeing avoid British Airways at all costs They not only fail to deliver on promises but also refuse to make amends when they err leaving customers to bear the brunt of their incompetence',

' This is to express our displeasure and concerns regarding our flight to Italy Our trip was effectively ruined by the failure of our luggage to arrive with us coupled with the

length of time it took for it to eventually reach us 9 and 12 days Our departure dates June 19 2023 Flight BA 294 Chicago to London June 20 rebooked by BA on BA 546 London to Rome All flights were late On arrival in Rome my wife was forced to walk to the checkin desk because our reservation for wheelchair assist from the plane was never transferred by BA She was told by the cabin crew that there was no reservation for her transport Also our checked baggage 2 failed to make the BA rebooked flight from London to Rome BA took 9 days to deliver my bag and 12 days to deliver my wifes I called BA Baggage Claim Services daily I was frequently cut off after waiting on hold for over an hour We had Apple Air tags in both bags and sent pictures showing their exact location to BA Baggage Claim several times After 5 days BA stated that they found my wifes bag but needed to verify ownership Both bags as described had bright pink 4" easily visible tags and bright pink bows Taking 9 and 12 days to deliver them is inexcusable Our return date July 3 BA 553 Rome to London BA 297 London to Chicago All flights were late We arrived in Chicago more than 3 hours late missing our ground transportation to our home in Michigan 3 hours away We had to find a hotel and stay overnight near Chicago On July 12 we filed our expenses for replacement of lost clothing and toiletries also for food purchased at Heathrow due to the flight delay and overnight hotel charges in Chicago After 2 weeks I went online asking for some followup on both cases but have had no response at all from BA We are retirees on fixed income and cannot fund BA's errors I can honestly say that the times I was able to reach a human being they were all courteous and attempted to help but appeared at a loss

I flew London to Malaga on 27 August in Club Europe We stood around at Gate B45 in Terminal 5 for over an hour with staff giving very different reasons for the delay late inbound aircraft etc but the plane we boarded had been sitting there for more than an hour After boarding the captain stated that because they had changed planes there would be no meals served This is Club Europe and we received one small packet of crisps throughout the flight No effort to apologise We smelt the hot meal for pilots being heated and then saw it being served to them on a Club Europe meal tray Cabin crew also had warmed pastries and were very quick to use an air freshener in the front galley while customers received zilch BA sent an email the following morning to say sorry nothing else What a complete and utter rip off by an airline that is already cutting back on so many things I paid a full Business class fare did not receive any part of the onboard meal service and they expect an email to be sufficient A

void BA if you have any other option nowadays they are the worst in Europe',

' I arrived at the airport about 25 hours before takeoff to have more than about time to get checked in go through security etc All that went without any issues Being that I was relatively early at the gate I was one of the first passengers there After some time boarding had opened First the business class got called up then families with children and disabled people A couple minutes into the boarding they started to call up people one by one by name Then there was an announcement they won't let anyone in anymore Me and about fifty other people were still standing at the gate not being let in The reason they said was that the plane was short staffed Later I discovered speaking to a manager that not only the flight was short staffed but also it was overbooked After the announcement people were getting angry because they wouldn't be let in anymore Nothing changed and everyone was sent away I had a connecting flight later that day that I was going to miss because I was not let on the plane First I tried to get my luggage back which I didn't receive immediately but got a hold of later on thanks to the airport personnel Then just like everyone who was going to fly with the same plane I wanted to talk to someone from British Airways Since they don't have a service center at Frankfurt Airport everyone went to the checkin counters where we received food vouchers but not a single person was either able to rebook my or anyone's flight nor get anyone refunded All the staff said was that we were going to receive an email in a couple hours with options to rebook the flight or get a refund I waited four hours for the email at the airport that did not come until today Trying to call the airline did not help either because they did not answer the phone or hung up in the middle of the conversation After the four hours of waiting for the email me and some other people from the same flight went back to the checkin counter to get a confirmation from them that I will receive a refund Being that there was a new shift the personell did not know what had happened When they scanned my passport and looked at the flight they found out that the system was dying that it was my fault I could not attend the flight It looked like I had missed it For everyone standing there with me it was exactly the same But the people at the counter said they could not do anything about it Later on we were able to speak to the manager after many phone calls he said they were going to take care of it We are supposed to get an email at some point in the future I was not able to get a written confirmation that I will get refunded even after several times asking for it I already flew a lot of times in my life but never ever h

as such a thing a happened to me Not only that me and so many other people were not let into the plane but also the customer service being so horrible that they were not able to rebook or confirm a refund in any way In the end the only option for me to get to my destination would have been to book a last minute flight for a lot of money which I would not know if I ever got it backed',

' Filthy plane cabin staff ok appalling customer service staff who couldn't care less when dealing with a complaint Paid extra for club Europe business class Food was poor they gave you wipes to clean your seat area yourself and we were split up so they could accommodate families Not really what you expect when you pay for the extra service Will be cancelling our other bookings we have with BA even if that means we lose our deposit',

' \xa0\xa0Chaos at Terminal 5 with BA cancellations and delays and staff give different reasons depending on who you ask 9 out 10 answers were lies Sadly BA airport standards at T5 are worse than ever and we are long past being able to use Covid as an excuse As a short haul club Europe trip I expect very little from BA any more and they barely even provide that with cutbacks during Covid that are now permanent If you can find an alternative carrier on the same route choose them rather than BA Sadly on my route BA have a monopoly\xa0',

' \xa0\xa0As always when I fly BA it was a total shambles I was booked Manchester London Madrid BA first leg and Iberia 2nd I try wherever possible to avoid BA however the Manchester London was late however I ran for my IB flight and got to B gates just as boarding started being Group 1 I went to board and the gate sounded an alarm BA had removed me from the IB flight to a BA flight 3 hours later As BA had reissued the ticket IB could not put me back on the flight so 3 hours wasted because of BA's total incompetence This airline is a total disgrace the crew were not nice typical BA crew oh im so fabulous I dont need to be nice to paying passengers club europe cramped and terrible food ',

' First time using BA business class but we were pleased with the service received No one was waiting at check in bag drop and through security in 2 minutes We used the lounge in the b gates area which we found quiet with plenty of food and drink on offer Boarding was quick and the cabin was on a 1x2x1 layout with 12 seats although there was a larger bc cabin behind that had about 30 seats Again food and drinks were plenty full and good quality Service from the cabin crew was excellent and the cabin manager Lauren even made up a birthday card when she found out it was my wife's special birthday Departed early and arrived at JFK early as well Th

e only thing that I disliked was paying £117 each to select our seats and no free wifi',

'Not Extremely rude ground service We were nonrev flying and London was our connection layover Gate agent was extremely rude and forced me to check my carry on suitcase with the explanation that it was "oversized" However when I put it in the sizer it fit perfectly without force The plane was not fully booked and had lots of room overhead The gate agent was insistent and rushed us with no regard for the fact that we would have to redo security in order to get our bags again as we were switching airlines and needed to carry them on due to our nonrev status The flight itself was good attendants were polite and helpful No complains there Just extremely unhappy with the gate agent service I understand that it is not a pleasant job and frankly I would not be enjoyed to work there either but that does not explain why we had to be inconvenienced with no fair explanation or attention',

' My son and I flew to Geneva last Sunday for a skiing holiday in Les Arc The flight was cancelled moments prior to boarding and we were transferred to a flight departing three and a half hours later that then got delayed by a further three hours They didn't load any food on to the plane and forgot to load the baggage for all the business class passengers who had been on the earlier flight Problems happen it's a complex operation What is totally unacceptable is the service one receives when there is a problem The offshore call centres are unhelpful and obstructive wanting to fob off issues by getting the customer to call special help lines that merely refer one to a webpage and then cut off The web pages are often unable to give information as they are not updated and often refuse to update your inputs at this time please try again later There is no access to people that are willing to help empowered to help or actually move a situation forwards in any way We've been sitting in a hotel waiting for the bag to arrive for two and a half days unable to ski due to our entire wardrobes being in the cases The outdated luggage tracking system had the suitcase in Geneva 2 days ago where it sat with no one willing to step up and get it delivered What an incredibly heartless and incompetent company',

' For the price paid bought during a sale it was a decent experience although the club class business class seats offer no more legroom than economy class using shorthaul fleet on a 4 hour flight Fast track through security was not honoured The lounge at Istanbul airport was overcrowded as it is also open to the public who can pay for usage causing a long queue for entry which was badly organised Boarding was

smooth cabin crew were friendly but their service was hit and miss. Eg Some people got a "welcome" and some didn't. Half of the cabin was automatically offered coffee after dinner but not the other half. However drinks were replenished generously and regularly and the meal was good with a choice of three mains from the menu',

' Flight left on time and arrived over half an hour earlier than scheduled thanks to strong tail winds. The flight was full but no catering had been loaded for economy passengers at Heathrow so for 3 and a half hours we only had a small bottle of water and a small packet of corn snacks. Nothing at all available to even buy to eat. Worse than a lowcost carrier experience in this sense. One of the light panels overhead the seats towards the back of the plane was broken and loose and just hanging above the unfortunate passengers' heads for the whole flight. Poor maintenance of cabin. I would choose another airline on this route in the future as one of their competitors offers full meal service on this route even in the economy cabin',

' Very Poor Business class product. BA is not even close to the other airline leaders. Whichever way they sell the seat on a 777 it is a 2-4-2 layout. The cabin feels and is very cramped. The food in business class is economy quality just served in a china dish. However the price of course is at premium levels. The only positive of the whole flight and return were the cabin crew who were fantastic. I felt genuinely sorry for them having to try and flog such a poor product. Would I fly BA business again only if there were no other options and I had no choice',

'Not This review is for LHRSYDLHR BA015 and BA016 Business class had a 1-2-1 configuration on 777 giving space privacy and easy aisle access. Seat reclines into comfortable flat bed. Good quality pillow and duvet. Privacy with sliding door. Good storage space around the seat and charging point. Flights on time no delays. Gluten free meals were very poor in quality and presentation. Warm processed meat between two bland slices of GF bread apparently is a business class breakfast. On two sectors the main course no choice offered was bland fish which was served in a single small tray covered with foil in business class. Condensation had formed as the dish was reheated probably from chilled so the offering was sitting in a weak watery liquid. One crew member appeared genuinely apologetic as they meekly served one meal. Do BA also serve the same GF offering in economy economy plus and first on a long haul flight. My advice if GF take your own food or dine in the lounge if you are in the care of BA for 24 hours. My travelling companion had very good regular meals or so they told me with a choice of main course on the same

flights Crew gave the impression that they were doing a job covering the basics and rather than welcoming and engaging Usual hospitality industry waffle about service but little of substance delivered',

'Absolutely pathetic business class product BA is not even remotely competitive with other International airlines in the business class market With old outdated 8 across seating no I did not make a typing mistake you either have to climb across someone or someone has to climb across you to gain aisle access The crew must also hate this layout since they have to reach through little window openings to provide service to passengers in the 2 center seats BA like most other Europeanbased airlines does not have a factual IntraEuropean business class product even though they promote sell business class IntraEurope flights feature the same 33 seating throughout the aircraft the only difference being the middle seat is left empty in business class passengers get a meal drinks but this does not justify the higher cost BAs TransAtlantic business class product is only slightly better because of the narrow 8 across seating The biggest surprise on both the LISLHR LHRIAH flights was that BA has in fact substantially improved their food quality Shocking Unfortunately it is served in the WORST business class configurations of ANY International airline I have flown The entertainment system small screens my laptop screen is twice the size is like an airline offering 2 decades ago The flight crew was pleasant perfunctory which is about the best one can expect from a BA crew BA will simply never match the quality of carriers like Singapore Emirates Qatar Etihad EVA ANA Japan Air New Zealand Qantas or many others BA can compete with USbased airlines like Delta American United which are also not even in the same Universe in terms of a highquality business class product One of the biggest slaps in the face is that BA expects business class passengers to pay to select seats even though they have paid thousands of dollars to fly business class Several hundred US dollars for TransAtlantic flights Only if you wait until 24 hours before flight time are you allowed to select a seat at no cost Certainly another BA Management decision that was made without a functioning brain',

'Not Overall not bad Staff look tired and overworked trying their best Weird seats I was in 21G going and 21D going home The buttons to press for the seat recline are so stiff I had to get help on both flights to get them to work There is another button also very stiff to bring the "leg rest" out This is an awkward thing which doesn't come up far enough to be of any use at all for your legs but just obstructs your feet really Again I had to get help to activate th

e very stiff buttons At one point the lady next to me was pressing the buttons for me while I tried to recline sit up or put the "leg rest" back We gave up and called the flight attendant who also had trouble BA please give this some maintenance Food only one out of three menu choices available by the time it got to me in Premium Ec It was pasta and was not too bad A Christmas Turkey Dinner was offered but why not load more if it is so popular that it is not available 10 minutes into the meal service "Breakfast" was an unidentified soggy pastry thing in a cardboard tube It was disgusting same offered on return journey A cold pastry and fruit would be so much nicer The tea and coffee was hot at least Overall I would say Air Canada provides a much superior Premium Ec service than BA I won't choose BA again',

'This was our first flight with British Airways in over 13 years and as usual I couldn't fault them As we were connecting we had little interaction with ground staff staff in the lounge were friendly and helpful Cabin crew on the flight were great very welcoming and friendly Our meals were delicious no shortage of drinks being offered The seats were economy seats with the middle row blocked off and some recline We arrived into Stockholm a little early through a snow shower which was a nice welcome back to Stockholm Bags checked in at JFK were delivered safely within 20 mins of arriving',

'I recently encountered a highly disappointing experience with British Airways specifically regarding their customer service After my initial flight leg was canceled I was rebooked with a connection at London Heathrow reduced to a mere 1 hour and 30 minutes Realizing the impracticality of this I promptly contacted British Airways within 10 minutes to request a more reasonable layover of 34 hours Shockingly the customer support representative flatly refused citing an inability to change my flight Despite explaining the logistical challenges of a short layover and a terminal change requiring additional security procedures I received no assistance To add to the frustration the representative inaccurately noted on my account that I was presented with multiple options during our conversation Moreover the use of military time format and the lack of initial options provided only exacerbated the communication issues Both phone and email support proved equally incompetent and I was informed that customer service is outsourced to India allegedly contributing to the subpar service This experience has left me not only struggling to rebook my flight but also with a strong resolve to avoid British Airways in the future The lack of assistance blameshifting and overall incompetence in customer service make it my worst experience yet I strongly advise o

thers to steer clear of British Airways and their appalling customer service',

'Not Beware BA dont provide any refund due to a very serious medical reason My father was diagnosed with a severe heart defect a couple of weeks before his flight date and B A refused to give any refund as this was not a good enough reason We sent them a medical note from his doctor saying h e is unfit to travel due to potential heart failure and needs to have heart surgery as soon as possible and the operator totally dismissed it They said only thing they can do is change the travel date within a year Heart surgery recovery takes months and its highly unlikely that he will be able to travel within the year meaning he would lose his ticket and money They said they cant do anything to help not even change the name on the ticket so someone else can use the tickets The most ridiculous thing Ive heard',

' Check in was chaotic and badly organised Even though there were two desks one for premium and one economy there ended up being just one queue in front of the premium check in even though most passengers in it were economy That meant that those travelling in club or with higher status had no separate queue to join Whilst I was waiting in line another passenger went up to query and we ended up forming a new line in front of the economy check in desk for premium passengers unnecessarily badly organised the staff in charge should be retrained Security at the airport was very quick and through to the lounge This is a generic airport lounge for all airlines and it is actually quite good overall Nice layout and seating options reasonable food and drink options and an outdoor terrace which is really nice Boarding was very well organised although quite slow to get everyone on board but the flight was probably only half full and we still departed early so I think they felt no rush and it actually made the boarding experience nicer and more relaxed On board the club Europe seats are fine by European business standards although as previously commented are really not very good overall the meal service was disappointing As is normal BA do not stock enough of the proper meal option when the options are so limited and varied in quality BA really should stock enough for everyone to have the good meal Sadly they had run out by the time they got to me so I had the option of vegetarian sausage or a salad I wanted a hot meal so went for the sausage and I can honestly say it was one of the most disgusting onboard meals I've ever had in any cabin class rolling some mush similar consistency to mashed potato into a sausage shape does not make it a sausage BA you need to improve the meal options make the vegetarian meal something you specifically have to request in advance and offer

r all passengers a choice of two decent meals then people will not be left with such a substandard alternative when their first choice runs out Whilst I hadn't planned on using it the on board WiFi was not functioning so was not available to use Overall though the flight was fairly comfortable and the cabin crew were very friendly and efficient I used avios to pay for the flight so it was obviously good value for money for me',

'Not All 4 of our flights were fine in terms of comfort punctuality and service I feel safe with BA and that is my main reason for booking with them even though I could travel with other airlines more directly On our return flight AT LLHR we skipped the evening meal preferring to sleep and we're looking forward to a hearty breakfast prior to arrival at LHR Sadly we were seriously disappointed To serve a chicken sausage in a wrap for a business class breakfast is just unacceptable Does BA actually pay experts to design these breakfasts Low point on an otherwise good trip',

'cNot I had hoped this would be a good review but unfortunately it won't be I flew business class from LHR to PDX on the BA nonstop It was a 787-8 series aircraft The flight attendant specifically mentioned it was eight years old as he recalled flying it when it was brand new The business class seats were abysmal My seat was at the window facing backwards With the divider down which had to be in that position for boarding taxi takeoff and landing I was literally just a few feet away from the person in the aisle seat who was facing forward We both couldn't help but stare at one another It couldn't be avoided It was horrible The service wasn't all that good either The flight attendant did a pre-dinner drink When she came back to ask for my choice for dinner she said none of my selection were left I was a little upset as nothing else appealed to me She then came back later and said the other part of the aircraft had more of the meal selection I wanted I'm not sure why they didn't coordinate that to begin with I was NOT offered any wine or other drink with dinner The meal was put down in front of me and the flight attendant never came back other than to clear the tray Overall this flight was not very good I flew over on American and back on BA and paid 6000 roundtrip I'd fly American again My preferred carrier is United or Lufthansa I'll never fly BA again',

' I was going to fly to Frankfurt from Glasgow over London but the flight from London to Frankfurt was cancelled This meant I had to stay overnight in London where I have no accommodation etc As I was rebooked to a flight from London City airport which was more than 2h by train I had to get an uber and then take a hotel for £250 in total London prices

I was reassured over the phone that I would get all the money back. My flight from London City Airport was then cancelled again and rebooked to London Heathrow but two days later I then cancelled that flight and rebooked a new one with Lufthansa as I urgently had to get to work and needed the money. I never received the money back for the hotel compensation for cancelled flight 1, compensation for cancelled flight 2, the extra food I had to pay for the Uber or the actual cost of the flight. I was first transferred 3€ by British Airways. They stopped replying to me and told me the issue was weather conditions although other non-BA flights were going. I lost over £700 in total and never got compensated for the loss of a work day either. It just really feels like they don't care about people. Worst service airline ever',

'Much better experience this time around. Flew CPT to LHR on a new A350. Check-in was efficient. I used the Bidvest lounge at CPT as it is better than BA's lounge. Boarding was speedy. The new business class club suites are very good. Slightly irritating to be directed to the wrong seat 1A instead of 1K which meant that after settling in the passenger in 1A showed up. We arranged a seat switch. Second time in a row it has happened. Why can't BA staff memorise which side of the plane is which and get it right? Captain's announcement was short and on point. Welcome drink was served at the correct temperature i.e. cold first time ever for me. Previously BA has always served the welcome champagne warm. IFE system was good. Everything worked as it should. Felt slightly cheap that business class passengers have to pay for WiFi. I did not bother. Cocktail was good. The nuts came on a cheap plastic tray which was naff. Other airlines bring out something classier. A female flight attendant came to take my order and I asked for Rooibos panacotta and the chicken breast. She repeated back to me so you want a P and a C. It was such a bizarre thing to say that I misheard. I thought she said so you want beef and sea. Confusion reigned until she explained to me she had a checklist of passenger orders and they abbreviate to first letters so she was saying P for panacotta and C for chicken. But how bizarre to repeat back an order to a passenger in code. Why not just say so to confirm panacotta to start and chicken as your main dish like every other restaurant airline does in the world. The internal coding of food ordering is exactly that internal. She even looked irritated at me that I did not understand her jargon first time. The food when it came was excellent. Much much better than recent flights. I read somewhere that BA changed caterer. If so it shows. The panacotta was superb as was the chicken. Good restaurant quality. The wine was OK to good but definitely not good to excellent. I feel that while the food has got better

in BA business class the wines have got worse Certainly compared to Air France which I have also flown recently The wine was brought out on time not after I finished eating as it was last time I flew BA business Cheese was also good and not teeth crackingly cold as last time I had a good nights sleep Plenty of snacks out if you wanted them and they did not run out Breakfast was excellent and the coffee was hot previously it has been lukewarm So all in all a vastly improved service offering The staff seemed rushed off their feet it would not hurt to have an extra flight attendant to look after so many business class seats Overall summary vastly improved passenger proposition It would be 10/10 but I deduct a point for showing me to the wrong seat and another point for the bizarre interaction with the female flight attendant who repeated my food order back to me using internal jargon codes',

'Once again a terrible business class experience with BA The flight was delayed by 45 hours The plane was very old with problems with at least 4 of the seats in business class not cleaned properly prior to departure Food was terrible as always with BA and only one choice available from advertised menu As a result of the delay we missed our connecting flight from Heathrow and instead of putting us on the next connection they chose the second last flight of the day which was also delayed by over an hour meaning we had an additional 4 hour delay whilst at Heathrow At no point were we advised about our compensation rights despite asking at check in and connections or provided any vouchers during the delays Having flown Etihad Qatar and Virgin business class equivalents over the last year it is clear to see how big the gap now is between BA and its rivals ',

' BA A380s are showing their age hopefully they will update the interiors soon because it was a let down especially when the flight lasts 11 hours Cabin crew were good and helpful Dinner was ok but the breakfast was grim On board entertainment was not the latest and seat back USB ports didn't work The only upside of BA is that it is only 1 of 2 airlines who fly this route directly and their pricing reflects this if you're prepared to lay over then there are better airlines out there',

' \xa0 \xa0Credit to BA Flew to Singapore recently and also back from Doha to London and both experiences were great Service was fantastic as was the quality of the food entertainment and was left feeling BA have got it together after a few previous below average experiences You definitely notice the difference with the staff on BA Far more approachable and outgoing compared to the cold and corporate middle eastern airline crews Nice one BA for 2 great flights',

' \xa0 \xa0The check in area for premium classes at Gatwick is very nice and there was no queue when I arrived so I was able to drop my bag very quickly Premium security at Gatwick is fine The flight was delayed due to NATS issues but the member of staff on arriving at the lounge let me know of this The lounge is nice and it's very comfortable There was an excellent range of food and drinks All the drinks you would expect Food wise there were sandwiches soup pasta salads fruit Spanish stew as well as turkey and ham pies with mashed potato roasted parsnips and carrots and gravy It was all really good and particularly nice to see so many options Boarding was pretty slow although the gate crew did a good job to keep it well organised and allow priority passengers to board first As has been well documented the onboard experience in terms of seat on BA Europe business is pretty poor but in line with other European carriers sadly That being said the seat is well padded and comfortable and the adjustable headrest is quite good The on board catering was of excellent quality I was lucky to get my preferred option of the roast turkey but several people sat near me weren't as lucky I do understand that meal options may run out but when the meal options are roast turkey with all the trimmings vegetarian cottage pie or a chicken salad you really should be stocking enough for every passenger to get the proper meal Or failing that allow an order in advance service where you then only stock the meals that people want to eat Whilst I fully support the desire to minimise waste both food and cost people really should really be able to get the ideal meal option Unfortunately one of the people affected reacted very badly to this and took it out on the cabin crew which is unacceptable they also lost a bit of perspective about just how serious a situation it actually was The cabin crew were very nice friendly and professional if a little slow but not to the point of detracting from the positive experience I had The ground service at Gran Canaria was pretty poor priority bags clearly meant nothing 95 of bags coming out were not priority mine came out about halfway through bag delivery and demonstrates poor delivery of service and not fulfilling on the service they promise to their customers Overall though it was a very nice flight and having paid for it using avios and £1 I cannot complain at all',

' The flight took off a little late due to Heathrow congestion but still landed on schedule Boarding was smooth and the onboard service was efficient A small snack was served for free with a bottle of water additional items were available for purchase The cabin and toilets were very clean Overall an unremarkable flight but in a good way',

'BA is great in the air But they sell you connections thru

London Heathrow Terminal 5 their private BA only terminal which you are practically not able to make 90 minutes stopover time European flight inbound transatlantic flight outbound you arrive at the terminal gate ON TIME and book security. Endless line slow process. Your boarding starts and you are nowhere near the X ray and then it is a train ride within the same terminal but different distant buildings. Almost impossible to make. Lots of stress',

' I had broken my leg 2 days before our return flight from Lisbon to London. I called to get some assistance from British Airways hoping for wheelchair assistance, an easier seat to get to or possibly an upgrade so that I could stretch out my broken leg which was in a cast. This airline failed on all fronts. Quoted us a price of €6000 each. I was traveling with my husband which we could not do. Almost didn't let me on the plane trying to interpret my medical report. They did not attempt to change our seats which were near the back. The single concession they made was to allow me to board 1st but did not offer a wheelchair so I had to swing myself down the aisle to my seat using the arm rests of all 21 rows before my seat as the aisles are not wide enough for crutches. Might I add I am nearly 70. Had to exit same way. No wheelchair waiting for me at Heathrow had to hop onto bus with crutches to change terminals and nearly took a tumble doing so. Took so long to get a wheelchair that they had to hold my connecting flight on another airline for me and we were last to board. That flight had allowed us to upgrade to business class for a reasonable price and took great care of me',

' Check in at MIA straightforward. BA use American flagship lounge near gate D30 which is excellent. Flight delayed but only by 1 hour. Boarding chaotic. On board staff were fine. Seat was fine too but product ageing. Post take off service prompt. Slept for 6 hours. I noticed that in club world BA have ditched rose champagne which is a shame. Pre arrival breakfast was ok. Slow to deplane. Luggage off ok',

' \xa0 \xa0Never I saw such a terrible customer experience. The plane landed already 30 minutes late despite any operational delays the boarding took over 1 hour because the crew did not know where to place the luggage. After this long 1 hour boarding process the captain did not apologise. This is extremely frustrating when this occurs on a night flight forcing passengers to lose train connections to home',

' Having not flown with BA for a few years I read some of the reviews in preparation. Needless to say I boarded this flight with low expectations. I was pleasantly surprised as the flight was ok. We left LHR a few minutes early and arrived at JNB ahead of schedule. Cabin crew although not as good as some carriers were attentive and professional. Onboard ca

tering was a disappointment as if you were unlucky to miss out on the chicken you were given a very sloppy pasta On board entertainment has never been BAs strong point and sadly that hasnt changed Unfortunately BA is not the prestigious carrier it once was but its not as bad from my experience as some reviews suggest',

'Dear Community I feel compelled to share the utter frustration and disappointment that defined my recent travel experience with British Airways Buckle up folks this ones a rollercoaster On July 16 and 17 2023 I had the displeasure of flying with British Airways on BA709 and BA7 and let me tell you it was a nightmare The initial flight from Zurich ZRH to London LHR on BA709 faced a seemingly unavoidable onehour delay upon arrival at LHR This of course resulted in me missing my connection to Tokyo triggering an automatic rescheduling of my flight to Tokyo HND via Beijing with Air China Oh but the fun didnt stop there – flight CA183 was also delayed turning my 16hour delay into a grand total of 23 hours finally arriving in Tokyo at 2300 instead of the promised 710 And the cherry on top My four checkedin suitcases decided to take a detour and didnt join me in Tokyo forcing me to waste an additional two hours filling out forms at the baggage center I finally got my lost luggage back on July 23 because why make it easy right But wait theres more My return flight from Tokyo to Zurich BA8 on August 8 also danced to the delay tune making me question if punctuality is just a myth for British Airways The cumulative impact of these delays torpedoed my vacation plans stealing a whole day of scheduled activities including a guided Tokyo tour As if that werent enough I had to dig deeper into my pockets for unforeseen expenses—extra airport transfers tour operator assistance fees emergency purchases airport meals and international calls for rearrangements The lack of assistance at LHR airport was the icing on this bitter cake Installing the BA app just to get basic information about alternative connection flights was a hassle and the fact that no BA clerk could provide this info in person was downright infuriating British Airways youve left me with a sour taste in my mouth and a dent in my wallet Heres hoping you take this feedback seriously and step up your game because right now its not a good look Frustrated and fed up Bert',

' Quick bag drop at First Wing but too many passengers so had to use fast track security in main terminal Direct entry to Concorde room outside security south Ate excellent breakfast which was served promptly Concorde room is a nice place to wait for a flight there is some interesting memorabilia and an excellent bar Boarding from c gates was disorganised and slow On board cabin crew excellent Good choice of

beverages and these were of high quality Food was good Seat comfortable No first bedding provided On time arrival into Miami Baggage took 1 hour to arrive',

' 4 Hours before takeoff we received a Mail stating a cryptic message that there are disruptions to be expected as there is a limit on how many planes can leave at the same time So did the capacity of the Heathrow Airport really hit British Airways by surprise 4h before departure Anyhow we took the one hour delay so what but then we have been forced to check in our Hand luggage I travel only with hand luggage to avoid waiting for the ultra slow processing of the checked in luggage Overall 2h later at home than planned with really no reason just due to incompetent people Service level far worse than Ryanair and triple the price Really never again Thanks for nothing',

' I recently had a delay on British Airways from BRU to LHR that was due to staff shortages They announced that there was a 2 hour holding delay but they would board us immediately in hopes of clearing the gate and leaving early We had to wait the full 2 hours inside the airplane The plane was old dirty had no power at the seats The staff provided a small bag of pretzels and 250ml of water to the passengers for 2 hour delay and 2 hour flight There were no options to purchase food or drink There were no entertainment options available I am a OneWorld emerald elite member but they do not upgrade members based on status First class lounges at Heathrow are overcrowded understaffed and poorly equipped The help desk is completely unhelpful when an error arises with delays and cancellations even when having the top status The Avios points system has been devalued to near worthlessness and requires fees to book reward that nearly equal the price of the revenue ticket British has lost its way in recent years and has moved from a worldclass airline to a budget airline with much worse service and timeliness than Ryanair or EasyJet',

'Not Boarded on time but it took ages to get to the runway due to congestion Flight was smooth and quick Snack and drinks were good for a short flight Landed only about ten minutes late One bag of three left in London forms quickly filled in and the bag was delivered the next morning',

' 5 days before the flight we were advised by BA that it had been cancelled and asked us to rebook There were flights 1 hour before and 1 hour after our original flight but they made us take one 3 hours earlier Our original ticket and the return flight a week later included a checked bag When we arrive at Heathrow to check in we are told our ticket doesn't include a bag and we will have to pay 75 pounds each to take them We explained that the original ticket had the bag

s and when they checked the system they confirmed that it did but not this one They would make no effort to sort it out and just told us to pay up or they would remove us from the flight So we had no choice but to pay up thinking it should be pretty easy to get a refund 15 months and 10 emails later we have still not seen a penny Every time I ask where my refund is and state how long we have been waiting I get an inane email saying some departments take longer than others to respond Absolutely hopeless airline to stuff up the booking in the first place and even worse customer service to not even attempt to solve the problem at check in even when they could see the mistake THEY had made in their system compounded by being be unable to investigate a very simple claim and refund me 150 pounds in 15 months',

'Not \r\nWe traveled to Lisbon for our dream vacation a cruise to Portugal and Spain Our friends did not EVER get their luggage It was a two week cruise Two weeks without a change of clothes or her CPAP machine Contacting customer service was a nightmare We never talked to a real person Very little effort was put into getting them their bags In one port we were on the ship and the bags were at the airport The airlines did not deliver the bags nor did they tell our friends that they needed to go get them The airline couldn't be bothered to take the bags from the airport to the ship BA says it is their policy to get you your bags within 72 hours That is a joke It's been over two weeks and they still don't have them They are back home in the US and last they heard the bags were in Lisbon If you have a choice do not fly British Airways Customer Service is non existent',

' Booked a flight from Bucharest to Manchester with a 2h 45' layover at Heathrow Flight was delayed from Bucharest because of ATC strike Arrived at Heathrow 40 minutes later than scheduled and still had enough time to catch my connecting flight Unfortunately we were stranded in the plane and waited a very long time to disembark the plane due to lack of staff or slot shortage it's a common problem with BA at Heathrow I missed my connecting flight because of their delays and they told me I had to wait all night in a freezing airport for the first flight the next day There was just a shameful 10£ food voucher which is a joke considering the ridiculous prices at LHR No accommodation offered and had to sleep in a very cold airport I asked for compensation and they sent me a long text with the same lame excuses that they are sorry but they will not compensate anything I can't imagine a worst airline than BA regarding customer care It is not about money here but rather than the way they treat customers It is the last time in my lifetime that I will be flying this joke of an airline',

' Booked online months ago and the only hitch was replacement aircraft meaning chosen seats were different I was informed of this prior to departure so could amend Bag drop at MAN T3 wasn't smooth but I suspect that was MAN fault Shuttle boarding was slow and delayed meaning a rush at LHR T5 The flight to CPT was full but we left more or less on time The cabin was clean and PE was what we expected sufficient leg and arm room plus a few little perks with drinks Only complaint is the seats actually recline too far Staff were very good during the first few hours of service especially George Food was quite tasty but one option wasn't loaded Breakfast was also quite tasty and we landed on time The fly in the ointment is both our cases arrived late on the carousel and only later did we notice both had been broken into likely at CPT All in all a pleasant surprise',

' The flight was on time The crew were polite It was the same story on my outward flight I find that BA in Europe is generally pretty good though I regret that they have substituted Prosecco for Champagne on the list of drinks you can buy in economy So many complaints about BA and other airlines revolve around lost luggage that I never check in bags even for long trips',

'Not Angry disappointed and unsatisfied My route was from London to Atlanta My suitcase was not boarded therefore not landed with me For both comfort and safety reason a bag always fly with its passenger and that did not happen Claims and few phone calls were made by desk assistants who answered my questions unprofessionally and miserably Certainly I was left with nothing but my backpack which contained not more than few snacks Neither clothes nor anything else was ever provided as an apology Meanwhile I was also told that my bag would have been delivered through the next 24 hours which also did not happen British Airways is a great airline to fly with but its organization when it comes to customer service is poor and uncertain Still waiting for my bag',

' As an infrequent flyer British Airways was always my first choice With some reassurance and comfort of service quality luggage allowance etc In fact I've never flown with the budget airlines My most recent flight has now changed my view and causes me to reflect on what am I actually getting for my money and is BA what they once were While the flights were around an hour delayed both ways the cabin and ground staff service were ok It is the facilities or lack of that I am most disappointed by The flight was Approx 4 and a half hours and the only thing offered was a half cup of water that was poured out and a bite sized banana slice of cake In fact on my return journey I wasn't even offered the water To top it off BA no longer have a media screen from which y

ou can select something to pass the time away There wasn't even the obligatory flight journey The WiFi was poor I couldn't even access the shop However for a fee so much more was available This explains BAs record profit of £152bn So the question is what am I paying for I will now for sure opt for the budget airlines They are transparent with what they offer and what you have to pay for which I can decide to choose or not As BA now stands for Basic Airways I'll go elsewhere and get basic for cheaper',

'Not A totally unremarkable flight on time as comfortable as European configuration goes No catering due to the storm effect greatly exaggerated This was advised by email and a euro 15 was provided not easy to use but lounge made up for this loss',

' 1 Ground crew in Heathrow left 60 passengers luggage We had 3 bags 2 The Heathrow ground crew left 1 of ours behind after the 1st two were received the next day 3 The Heathrow ground crew lost our 3rd bag 4 times and we were on the phone with them for over 3 hrs over the course of the week 4 Due to this we had to spend 500 on health and beauty items for my wife on our cruise 5 British Airways said they MIGHT reimburse after 3 months 6 We had to spend 100 in cab fare to Barcelona because the Barcelona ground crew Iberia claimed they had delivered it to us 7 Heathrow ground crew made us 15 minutes late arriving back into Heathrow after our cruise We actually landed 10 minutes early but those incompetent people still were not ready for us 8 The Heathrow ground crew caused us to leave 45 minutes late even though ALL passengers were boarded and ready 15 minutes before the departure time This will probably mean we will miss our connection in Anchorage BA clearly does not care or know how to operate a ground base shameful BA is a joke and should be embarrassed they can't operate like a normal airline They do not grasp the concept that even a small hiccup can cause mass ripples of chaos to other people',

' London Heathrow to Gibraltar on 24th October 2023 I shall start by reference to the booking process I used the BA website to reserve the seat and food the website to be easy to use and clear in every aspect The flight was due to depart from terminal 3 but the passengers were bussed for a good 15 minutes to a different part of the airport where the aircraft was on a stand When boarding the flight the cabin crew kept a very low profile and this was maintained during the entire flight The captain made 3 brief announcements during the flight There was no inflight entertainment The seats were clean and comfortable enough for a short flight The lack of catering was overt Other than a tiny bottle of water and an inedible "breakfast bar" one had to use an online

system to order even a drink and of course pay for it too The passengers next to me could not use the online system as it does not seem to work and the cabin refused to sell them a coffee because of this fault Moreover the USB charge points did not work either Given the early hour of the flight it is a poor show that there are not even for sale items available from a trolley service The system BA have in place is not good enough The flight arrived ontime The disembarkation was inefficient though and poorly managed and the crew were not to be seen The crew were wearing the new BA uniform and it seems to reflect a downward trend of the airline To be candid there was any difference between this BA service and that of so-called "budget" rivals On this route BA have a monopoly and so I did not have an option to use the services of a different company',

'First time flying British Airways and I would not hesitate to fly economy with them again Flight attendants were pleasant and efficient Excellent special meal low sodium Comfortable space in economy One of my better flights',

'Not I flew London to Cairo and return in October 2023 It was basically a perfectly good pair of flights in Economy with pleasant and professional cabin crew especially on the return journey Being only 173 cm tall I have no problem with legroom in the back of the plane the seat was OK if getting a little numbing after 5 hours and the return of a rather good included snack box and drinks was welcome However it must be said that the value for money was poor with a checked bag on the return leg only this was a nearly £700 ticket And although I am content to pass the time by reading or sleeping it was surprising to find no inflight entertainment on 5-hour flights However overall I would still recommend BA and would do so even more enthusiastically if it was more sensibly priced',

'Not Absolutely the worst experience ever Flew into Heathrow no problem Waited for 5 hours three extra hours for our connection to Porto then they cancelled the flight Scrambled for a hotel and a new flight the next day They routed us through Madrid the next morning That flight was 15 hours late so we missed our connection to Porto Because we missed the connection their fault they cancelled our return flights After two hours on the phone with customer service from the Madrid airport they booked us a new return flight then they made us pay 1300 to fly from Madrid to Porto Then for no reason they cancelled our return flight again After hours and hours and hours with customer service we finally got a return flight five days after our original return flight Meanwhile they lost my wife's luggage We finally got 15 DAYS after they lost it Return flight More problems with our res

ervations At no point was British Airways helpful They left the onus on us to fix their mistakes at every turn They completely ruined a three week vacation and they dont care They wouldnt even let us speak to a supervisor or manager Awful bordering on passenger abuse',

'Not Flew back from Malta after scattering our sons ashes at his favourite spots When we boarded the aircraft for our return flight my wife became upset A member of the cabin crew noticed this and immediately spoke to my wife and tried to reassure her Her name is Tracey an exceptional crew member I noticed she spoke to other travellers in a courteous manner and was friendly Each time she passed my wife she asked how she was and would she like anything This kindness made a difficult time easier for us both Aircraft seats were comfortable and service good for a 2hrs 45mins flight Thank you BA',

'Not Cabin luggage had to go to cargo even when I said I carried medicines There was no time to get them out the hand luggage The economy seats with Virgin Atlantic KLM and even Ryanair have more space Luckily it was a short flight',

' I have been using BA for a while now and on average I cannot say that I am pretty satisfied BA somehow experience cancellations and delays most of the time Second the inflight service is usually weak Food portions are small and cabin crew is not very helpful especially when it comes to drink requests The screens in the A380s should be renewed as they are full of scratches and same size as A321s Especially in longer flights the entertainment system becomes more important There is also no welcome package except for pillow and small blanket I would expect more from BA If you are flying from the US to anywhere except the UK I would recommend considering other airlines But if you are flying to/from UK directly then BA could be one of your choices',

' I flew from Istanbul to London in Business class For more than half of the flight a child was watching an iPad very loud with no phones plugged in it was three rows in front of me and disrupted my flight as I could hear it above my headphones Staff thought this was fine and refused to tell the mom to turn it down Why is this acceptable on a flight especially in business class Has this airline turned into a zoo Are staff given no training in customer service Why is a child allowed to disrupt other passengers When I told the staff she just laughed at me BA customer service is a disgrace Ive not even mentioned the food but it was bad really bad',

'Not I have flown on BA several times since the airline started nonstop service between Austin TX and London Heathrow Every year the service gets worse I brought a tape measu

re with me to see how far apart the seats are in the economy section 25½ inches BA has removed bathrooms in order to squeeze a few more rows of seats onto the aircraft Thankfully I'm not a big person and was able to squeeze into my seat without being too uncomfortable When BA first started flying out of Austin the food was great Now when I arrive at Heathrow I get real food and take it on the plane with me I don't know where or who makes BA's food but it is not eatable If BA did not have a direct flight from my hometown to London I would fly with a different airline When we checked into Heathrow the line was extremely long and only one person was checking people in It took nearly an hour to get to the counter I understand airlines are making record profits and need to make up lost revenue from the pandemic but I think BA has gone too far and has little concern for customer service in pursuit of profits',

' The flight departed over an hour late due to a late inbound plane The plane was very full and half of the economy class passengers were forced to check in their larger cabin baggage at the gate when boarding making a complete mockery of the hand luggage allowance advertised Lots of passengers on board were stressed out about missing onwards connections due to the delays and some did miss them as their next gates had closed by the time we disembarked at Heathrow Onboard service was ok but minimal BA gave up being a full service airline some time ago More concerning is that trying to get hold of customer services to make changes to bookings and deal with problems was nonexistent The airline seems to make it deliberately hard for its customers to contact it',

' I hate British Airways We get to London on Oct 3 and our next flight is cancelled We stand in line with 1200 other people to get it fixed and they tell everyone to leave the airport and call them to fix They book us the next day via online Don't offer vouchers for hotel we will miss our tour Now trying to get home from Istanbul Plane is here but should have started loading an hour ago No explanations May miss next flight Will never travel with them again Was this same problem April 2022 flight',

' Our BA flight from Porto to London Heathrow T5 was operated by Finnair using a Finnair plane and crew This had been advised by BA shortly after booking with the option to change flights if we preferred Although the business class cabin was of a similar layout to BA Club Europe ie with the middle seat kept free my wife and I felt the seats were more comfortable and the legroom slightly better Service was good on board and the meal was very tasty we chose the beef cheeks All was good until we landed at Heathrow Althou

gh we passed through passport control without delay once we were at the designated baggage reclaim we just waited and waited After an hour and ten minutes I went to the BA baggage counter to ask what was going on They seemed unaware of an issue but said they would find out Over the next hour or so various other passengers also requested information and despite various announcements and a list of different excuses it was almost 2½ hours before the bags finally arrived Frustrating to say the least I subsequently complained to BA but after 4 weeks there has been no explanation just the automated message from customer services 'we are experiencing exceptionally high volumes' This response says a lot',

'The customer services call centres etc are atrocious and sometimes callous They just don't care Long waits to speak to anybody who then have no power to actually solve anything and the calls just cut halfway without resolution anyway If the flights are cancelled as were my original ones you're really left on your own and nobody cares The onboard services are so-so but for short haul it's now "semilow cost" which is confusing as you never know what to expect This time we were given a bottle of water and a very small snack whilst anything else had to be paid for And yet on some other flights apparently you have to preorder any additional food It's confusing which makes it not dependable Cabin baggage is in theory generous compared to competitors in economy but then they asked more than half the passengers on this flight to check in the cabin baggage at the gate due to lack of space in the overhead cabins leading to long boarding delays Their whole offering hasn't been thought through very well The USB power supply did not work throughout the flight contrary to the announcement that the power be available after the seatbelt sign was turned off so it was pointless providing the sockets in the first place Not my first choice airline on this route and am just trying to use up most of my Avios points before I totally abandon them I fail to see how it is deemed a 4 star airline',

' I am a frequent flyer with BA and have been for the last 15 years Having noted the ratings given frankly I cannot understand how BA scores three stars for most aspects of its service In a nutshell BA has placed profit margins over passenger appreciation This fact was hammered home on my return leg which was not in Club Europe Quite alarmingly BA appears to place profit over passenger safety by extending its Business Class seating up to and beyond emergency exit rows and then failing to ensure those seated in exit rows have the physical capacity to actually open the door in case of an emergency I was not at all reassured to see an elderly and slightly built woman seated with the responsibility of o

pening the overwing exit should the need have arisen Short haul business Club Europe is simply a joke and only useful for gaining valuable tier points for lounge/preboarding benefits While cabin crew service is excellent the lack of space and reduction in refreshment choices etc places them a million airmiles behind competing airlines such as Qatar Turkish or Emirates who understand the true definition of customer appreciation and hospitality BA has consistently eroded the value of their Executive Club and seems to be of the impression that recent changes in obtaining avios points during the booking process benefit passengers really I want to support BA and did enjoy flying with them up to the point when they started penny pinching and became more deserving of the name Budget Airways The attached photos taken during my most recent itinerary highlight the difference in customer care/appreciation between British Airways and another airline used in this trip Both flights were around 4 hours in duration on the same day Guess which one is shows BAs in-flight offering',

'Not Flew with BA to Punta Cana Took the trouble to reserve seats for both outbound and inbound flights On boarding at Gatwick realised we had been moved to much less good seats with other people sitting in the seats we had spent a lot of money reserving Apparently there has been a change of aircraft and a number of passengers had been automatically reallocated seats for no particular reason The crew said there was nothing they could do although of course they could just have swapped us with the couple using our seats We were told to claim a refund on return home We did this via a complaint form Ns BA offered us £100 in vouchers We didn't accept this as it was less than the cost of the seats and also naturally we wanted our money back We eventually got it but not without a fight Very second rate shoddy airline',

' They downgraded me from business to premium economy They took three months to get back to me and offered me 200 pounds or 400 AUD The difference between business class and premium economy which I never fly is 3000 AUD and the difference between economy and business is 6500 AUD They owe me at least 1500 pounds and to be very fair 3250 pounds The downgrade was insulting and incredibly painful as I had a recent cancer operation and have a back injury which I have pointed out to them I need to lie down The wait for them to get around to me has been numbing The insult of their offer has been the slap in the face to continue my degradation The people I have dealt with at the airport have been down to earth honest hard working people The actual staff on the plane were warm and friendly and helpful The systems under which BA operates are some sort of medieval torture',

' The already delayed aircraft landed and apart from the small BA logo on the rear of the fuselage there was no indication as to whom the carrier really was Boarding turned in to a farce with passenger groups being told to wait in one queue in order to board only to be informed we were on the wrong place and our boarding wasn't allowed yet The interior cabin was reminiscent of a BA cabin from twenty years earlier except the tight legroom and uncomfortable seating which made a budget airline feel luxurious The crew were not BA but from an unknown charter company Service was slow and as usual choices of food to purchase ran out before they'd reached row 24 I requested a cup of tea which never appeared Thank goodness for my airport purchased water and the tiny offering of pretzels The over officious senior flight attendant who'd been facilitating in Club Europe appeared in economy and immediately slammed down the armrests whilst still in mid flight making an already uncomfortable journey feel worse Cattle class was definitely that To say I was happy to land and disembark was an understatement Never again BA never again',

' \xa0 \xa0 Caught up in the Gatwick cancellation fiasco at some point between what was smooth check in unable to do online as part of group travel and security the flight was cancelled we were denied entry to security and departures as a result It was at this point that we discovered BA Gatwick are not BA but a masquerade who are unable to help and and provide very little assistance unless the real BA provide information and even though our baggage was now airside didn't have a clue as to how we could get it back It is however with thanks to a supervisor from Business Class check in who came to our assistance and help with our predicament baggage retrieval information on what to claim and how and our revised BA flight from LHR the following evening Difficult to give a rating for cabin service as we didn't even board the aircraft',

' \xa0 \xa0 BA has a real problem with boarding its flights Those who get on first fill the luggage bins with 2 bags one of which is supposed to be small and under seat only Cabin staff don't bother implementing their own rules Subsequent passengers mill up and down the aisle bumping into each other searching for space Boarding this flight took an hour as a result of this nonsense The incoming flight was late already so our 90 minute flight was 90 minutes late',

' Our connecting flight from London to Glasgow was canceled and we were forced to wait 12 hours in the airport for a new flight When we received our luggage at Glasgow we discovered that our luggage was soaking wet My wife's luggage contents were wet and had to be air dried',

' The worst airline I have ever flown with Allocated the very back row next to the toilets and galley No chance of getting any sleep question asked of possible seat movement ignored and getting bumped the entire time by cabin crew walking or pushing kart up and down aisle without one apology Would have been better sitting in the luggage compartment',

' Excellent service levels proactive crew and superb food and beverages I found all aspects of the service to be superior to BA business class even the new BA Club Suites First Class felt exclusive the dedicated crew were clearly used to working the premium cabin enjoying their work were proactive friendly very respectful and the food and beverage offering a considerable step up from business class The seat with sliding double doors was spacious well designed and very comfortable British Airways offered a solid First Class service from Concorde Lounge to boarding which was actually by group number for a change to the very warm and genuine welcome on boarding A consistent solid comfortable service from start to finish and if the price was right I would not hesitate to book First Class with British Airways again',

'Not Booked a very special holiday for me and my partner September arrived and we were on our way to lovely South of France Booked Business Class for us both to start the holiday right As we were checking I was told the flight was over booked and our seats wouldn't print onto the ticket for some reason We had already made sure the seats were booked when we had booked the flights nearly a year prior to going Unfortunately when we arrived at the gate we were then told we would no longer be sat together and one of us would in fact have to go into economy My girlfriend is an extremely nervous flyer and so had to take extra tablets to remain calm She didn't have any food which we had pre booked also and she was sat right down the bottom end of the flight We were held at the gate with another 4 or 5 couples all in the same predicament all due to the lovely money grabbing British Airways over booking the flight They ended up refusing passengers in the end and even had people sat on the fold down chairs in the toilet area When we eventually arrived in France late we was waiting for our luggage to come Our airtags stated that both our cases was in fact still in Heathrow We then had to wait 4 days for them to eventually come into France by this point our holiday was ruined British Airways was absolutely shocking we couldn't speak to anyone as all the phone numbers were no longer in use We felt stranded in a foreign country with no clothes and no one to help use with what to do next Every day we watched them case not moved as we were tracking with air tags it was so frustrating not being able to plan our days in hope we would get the call to

then drive all the way back to the air port 2 hours each way to collect our cases we ended up going out and buying new clothes toiletries and all the stuff to make the best of our ruined holiday saving all the receipts thinking we would be able to claim it all back how wrong I was British Airways take zero responsibility and fob me off with going through my insurance British Airways only pay for basic essentials Pants and toothpaste I filed a complaint when I got back and requested my money back for business class and they haven't even had the decency to even respond They are an absolute joke of a company and I wish they would remove British out of their name because there is nothing British about them Do not give them your money they can't even look after their staff let alone customers Oh and don't bother trying to cancel your flight either as they just take all of your money off you and give you nothing back',

'Not Just returned from Chicago flew out 10 days ago on American Airlines absolutely superb in every way had high expectations on return flight with BA\u2028What a disappointment\u2028The Airbus A380 may be nice from a pilot's perspective but as a passenger it was awful\u2028Very uncomfortable seats the inflight entertainment and flight tracker failed to work throughout the flight the inflight meal was inedible and the service was mediocre at best Our short flight from Heathrow to Manchester was much improved very welcoming and attentive in flight staff and the flight even arrived early In future we will travel with one of the American carriers ',

' BA standards continue to decline every time I fly with them This time a 45 min late departure which seems the norm for BA and no information from the rude and clueless boarding gate staff The Club lounge was overcrowded dirty and grubby and cleaning staff could not cope How many more cutbacks is BA going to apply before they become truly low cost As a 35 year veteran user of BA while people complained of Alex Cruz cutting costs the past 3 years has seen them decline very quickly under their latest CEO One reads the occasional article about BA improving things but I have yet to see anything substantive There seem to be few British staff left amongst the cabin crew so maybe time for a name change and give the flag carrier status to a proper lowcost and sadly the staff service has declined year on year Onboard the catering remains poor and surprised that DoCo can produce such rubbish meals when I have sampled their Turkish Airlines equivalent in August that was superb guessing BA are too tight with their budget Onboard WiFi service is a joke and should be avoided',

'Not Awful Business class check in queue just as long a

s for economy probably because half of the desks were not staffed and Terminal 5 is chaotic Business lounge overfull couldnt get seats Delayed flight unmanaged chaos at the gate No drink on boarding first drink served an hour after takeoff The meal was poor used to get better in economy on other airlines British Airways has won the race to the bottom of the cheapskate stakes Not looking forward to the flight home',

' Not a reliable airline You cannot trust the timing at all I had a 645am flight boarding was on time but then we are sitting in the plane for already 15 hours and the expected departure is still not clear They have discovered the engine is not working I am risking to be late for a business meeting in Geneva How come they bring a not working plane to the gate The funny thing is that I had another business trip in spring 2023 also with BA to Amsterdam When I arrived to the Airport that time I was told I dont have a seat I was put on the next flight in several hours which should have get me to the business meeting late but still not too much A lot of stress In the end on the second plane we were sitting in the cabin for 15 hours and I have missed the meeting I thought it was a dramatic unlucky case that time but today I see its routine for BA not to fly on time',

' I take comfort in reading the last ten or so reviews to see Im not the only traveller to put in words how absolutely abysmal British Airways are The only reason we are stuck using this awful airline is to use up points We booked Club Europe months ago London to Athens sat in row 3 and told they had run out of food options only choice was lentil pie or green curry Returning Athens to London Club Europe Couldnt check in online as promised so arrived at the airport 3hrs early To be told they had overbooked the flight and basically we were being bumped to economy This airline fails to deliver time and time again It is a national disgrace and I implore everyone to choose an alternative ',

' The worst journey in my life The connection time at LHR was only 1 hour but the flight from MXP was on delay I had to rush to change terminal by train and arrived risking a heart attack After that the plane just stayed there for another 40 minutes Despite that upon arrival at SJC my baggage was lost I filled the form and gave to the employee I was not given any receipt so I did not have any reference number BA phone number at SJC simply never answer I called twice the toll free number and realized they did not record the delivery address I had to enter myself online dealing with a shitty website They delivered the baggage three days later I claimed for compensation online as I had to buy clothes and other stuff and I did never get a receipt I was expectin

g an upgrade for the flight back to MXP but nothing happened neither they allowed me to enter BA lounge at SJC Bad customer service The only positive side was price but obviously this cannot justify this treatment and if I knew I would never flown by BA Never again',

'The airplanes and the lounges are worn out old and broken From Dallas to Heathrow multiple first class seating and electronics were non functional and poorly designed The first class seating from Heathrow to Dubrovnik was nothing more than a tray blocking the middle seat of a standard coach ticket Very disappointed',

'One of the worst experiences on the worst airline The flight was delayed due to earlier technical issues The time slipped from 1700 to 2000 to 2200 and finally cancelled There was zero information given Despite paying well over the odds for business class we were booted out of the BA lounge two hours before the flight When it was finally cancelled the BA staff Without explanation told everyone to go to a gate After another hour or so they made us re enter the UK via passport control a further 40 minute wait By now the airport was closing and there was no sign of our bags or any help from BA A passing Gatwick engineer finally helped us locate the bags BA completely washed their hands of us and in contravention of CAA rules refused to find us accommodation Many slept in a bus stop overnight There were people with young children who couldn't find somewhere to stay and yet BA had closed down and left The following day the replacement flight was also late and due to an admin mistake had no catering or liquids for a 2 12 hr flight Overall the service was shockingly bad the worst I have experienced from any airline I will not ever use them again',

' Cancelled our flight lastminute then moved us onto a flight 2 days later operated by Japan Airlines We had paid a lot extra for extra legroom seats as I am very tall and they assigned me a middle seat deep in the middle of the plane Because it was operated by a different airline but booked by BA neither BA nor the other airline could change my seat over the phone despite seats being available After 4 hours of waiting in queues and sitting on hold their solution was for me to arrive early at the airport I did but the seats had already been given away for free by people who had booked directly with that airline and could check in online I got a £10 meal voucher as compensation for this enormous downgrade on a 14 hour flight Never again will I fly BA I would rather fly indirect with better airlines than use this disgrace of an airline again',

'I had a flight from Miami Florida to Dublin Ireland via Londons Heathrow airport The outbound flight from Miami was

delayed and we were further delayed when our gate was occupied when we arrived in Heathrow. The total delay was roughly an hour but it was enough to make our connection a challenge where we had 73 minutes between original arrival time until the departure time to Dublin. When we headed to our connection flight we were stopped by security personnel at a checkpoint and told us that the gate to our connection flight had already closed. This was twenty minutes prior to departure time. They ushered us to customer service to be rebooked. Given the busy weekend of travel we were rebooked on a flight at a different airport and were told that our cost to get there would be reimbursed. We then waited 3 hours for our luggage and then took a cab to London's City Airport. The cab fare was roughly 500. When I filed a claim with British Airways they refused the claim and told me that we had plenty of time to make our connecting flight and therefore they denied my claim to be reimbursed for the cab fare. This is after I explained that it was British Airways employees who ushered us to rebook the flight despite the 20 minute timeframe to make the connecting flight. The person who rebooked us told us it was policy that they close the gate 20 minutes prior to departure. I will never fly this awful airline again. Given the other feedback on this site it appears that that is the overwhelming sentiment',

' We started our day with BA in Prague. The flight actually left on time. I came to find out that's very unusual. We purchased business class seats. As you can see from the picture they hardly were business class. All they did was block off the middle seat in the first few rows and called it business class. Horrible flight. In addition I had a really rude rude check in clerk basically yell at me when I excused myself and asked if she could give a little bit of priority to the many business class passengers who weren't being served. Then we got to Heathrow and the real fun began. We had a 4 hour delay. They gave us about 5 different excuses for the delay. I had a few employees walk away while I was asking them questions. They were very rude. At one point there were no employees left. And from the announcements it seems virtually every BA flight was delayed. And there were no weather issues. There was no place to comfortably store items in business class. I've never experienced that before. Not even a cup holder for my bottle of water. The seat controls didn't work well. You had to keep pushing the buttons to get them to do anything. The power outlet didn't work. There was no internet the entire flight. The overhead luggage bin was too heavy. I almost got a hernia having to close it. This is a horrible airline. I'll never fly with them again. If I could give zero stars I would',

' I fly British Airways weekly not because I want to but because they own the route there's no other option therefore they frankly don't have to care about the customer The flights are always delayed and it's always someone else's fault be it weather delays to incoming aircraft or flight traffic control issues I've heard it all and for the life of me can not understand why they are allowed to operate I've been around the world and traveled with all of the world's airlines but British Airways are really the worst of the worst It's such a shame to have watched what used to be a good company fall down a cliff My advice is if you have an option to fly with anyone else then exercise the option but if you're flying with different connections and you have a tight schedule do not expect BA to get you to your destination in time',

'Not Everything was ok until our connecting flight in London just before take off we were on the runway the pilot came on to announce an engine problem After engineers tried to fix it while we waited on the plane for over an hour we were finally told that we would have to be evacuated and rebooked for another flight but not to worry because a special crew was waiting for us on the ground to help us and set us up in a hotel except that there was no one to help us In fact everyone refused to help us It was Saturday almost 8pm and they just wanted to go home Anyone with a connecting flight couldn't rebook on the application because the app wouldn't disassociate our first flight with the connecting one in London and the staff saw this but still refused to help us They gave us a phone number but there was only a message that said just to use the app Finally I got someone on the phone who rebooked us for the next day Now it's 1030pm and I have to find a hotel room because the airline refused also to help us with that So I had 2 choices either sleep in the airport or pay over 700GBP for a room I don't have the money to pay for this but after a 10 hour flight 8 hours of jet lag and the insane stress after the fact that no one from British Airways would help us I took the room Of course I claimed reimbursement but that was over 3 weeks ago and I haven't heard anything since so I have no idea when or how much I'll be reimbursed even though I'm not claiming any emotional compensation from the horrible situation they put me through due to their total indifference It's financially difficult for me right now because the money I had to put out is equal to half my salary and of course it's impossible to reach them by phone I feel still as I did on August 26 2023 completely trapped by them and their indifference with no solution or information',

'Not My initial flight was cancelled 8 hours prior the

flight Then I was automatically rescheduled for next day Next day the flight was delayed leaving Hamburg and missed my connecting flight to Las Vegas Me and several other passengers spent the night in London British Airways provided us with vouchers but the transfer bus dropped us at the wrong hotel closest to our hotel and told us that we can walk there if we want to As a result I lost two nights hotel reservations that I made in Las Vegas I opened a claim and provided all receipts to British Airways to get refund of my hotel reservations but over 5 weeks now not a single feedback from British Airways I will avoid all flights with them in future and will share this story',

'Not We will never fly British Airways again Our flight on July 15 2023 from LHR to LAX was cancelled 20 hours before departure without any explanation Since 8 weeks we are now waiting for the refund and BA does not pay us the cost caused by the cancellation Very disappointing',

'Check in and security clearance very quick at LHR T5 My wife and I used the Galleries North lounge and at 600am it was easy to get a seat Good buffet breakfast options Flight boarded on time and flight departed on time I was seated in 4 A the Club Europe seats on the A320 seem to be getting smaller and legroom I am 6ft was very tight Cabin Crew service was fine I chose the full English breakfast it was ok but there was a lot of water in the bottom of the bowl Flight landed on time Overall an OK flight but Club Europe doesn't feel very premium these days',

'Not British Airways has confirmed itself as the worst airline in the UK Last minute cancellation no explanation refusal to book with another airline "because we don't have an arrangement with them" What's happened to what used to be our national airline',

'Worst BA experience I was supposed to fly out to Italy on 7 September 2023 I arrived at OR Tambo International airport ready to check my bags in I already checked in online the previous evening so I had my boarding pass ready At the counter I was told that I had been offloaded from the flight as my connecting flight has been cancelled No information was sent regarding this beforehand The team at the checkin counter tried to get me on another flight that evening but there were no flights available They did manage to get me another flight the following evening with Lufthansa to Italy via Frankfurt However I did miss the first part of my trip having arrived a day and a half later than I was supposed to Upon moving the flights I did ask the BA staff whether my flights back are still valid and that everything is in order which they assured me is correct I have to fly back to South Africa on 18 September and upon checking my booking infor

mation I noticed on my BA account that my first flight Milan to London is just missing from my booking My connecting flight from London to Johannesburg is still there After spending the entire morning on the customer helpline two different operators picked up and in both instances the moment I proceeded to give my booking reference number my call gets dropped Currently it seems like I will be arriving at the airport again on Monday without a flight',

' My daughter and I were denied boarding on our business class flight from Madrid to Heathrow in March 25 2023 the first leg on our return flight to Victoria Canada No reason was given for the denied boarding by the check in staff at the British Airways counter in Madrid who said they were only agents and told us to call British Airways We were three hours early for the flight and had valid passports After many tries we finally reached British Airways by phone but we were told to call Expedia which had booked the flights Expedia confirmed that we had been bumped from the flight with no explanation as to why Expedia then began a long process of finding alternative flights Over the next 24 hours we had numerous calls with both Expedia and British Airways Incidentally the next available flights were 9 days later on April 3 This was almost unbelievable but after many many tries it was the best we could do Even though these were Business Class tickets Part of the problem was that apparently rules did not allow any changes to routing for any segment of the flight This nine day delay was a major problem for us I had to miss work and my daughter was missing school Further we received no compensation from British Airways no penalty fee and not any reimbursement of our expenses for staying the nine extra days After our return I began the British Airways online complaint process and submitted all supporting documents I received an email reply and a case reference number And then nothing I sent numerous follow up emails and received no replies It is now months later and still I have not heard from British Airways This is shocking and definitely the worst airline service I have received for my thousands of flights over many decades I am a very patient person and this is the first time I have commented on this type of forum I think the public should be made aware of extremely poor customer service at British Airways',

'Despite boarding being the usual free for all at LHR with groups 13 being called to board all at once Whilst those passengers who had agreed to check in a bag in at the gate getting to board before anyone else However the service on board was impeccable Superb crew friendly attentive interacting with passengers and generally appearing to be enjoying their job Like BA in the old days and at its best Food choice

e and quality seems to have improved too no beef cheeks thankfully and even the Club kitchen appears to have returned Old style Club seating but is at least better and feels less cramped on the 787s',

'Not Flight cancelled no crew 9th September 2023 not peak holiday period so why such bad management by BA Sent to the gate left standing of over an hour and then flight cancelled As were other on that day Why does BA continue to provide such poor service a national disgrace',

'Not The worst service ever my baggage did not arrive on time Both my flights were delayed I will never fly them again Even the food was bad and your service',

' 44 flights we booked this holiday were delayed about 12 hours No wifi available on 2 of 4 flights Food and drinks very basic and expensive Cannot recommend',

' British Airways has a total lack of respect for its customers I was booked to fly from Frankfurt Main to London City Airport and just a couple of hours before the scheduled departure the flight was suddenly cancelled by BA without explanation when I was already at the airport The worst thing was the utter callousness that staff showed towards customers The ground staff's attitude was that they are merely third party agents not BA employees and therefore they quickly washed their hands of us all telling us we had to contact BA directly via phone if we wanted help They couldn't even provide us a phone number telling us to look it up on bacom So BA abandoned its passengers They did tell us that the BA departure to Heathrow had also been cancelled meaning there would be no further BA flight from Frankfurt to London that day although other airlines were still operating the route but BA refused to rebook us on them The reason given for both cancellations was "technical reasons" No assistance or information was provided on our rights due to cancellation nor any information on help regarding food accommodation help etc Their attitude was literally that the cancellation had nothing to do with them and it was our problem not theirs I received an email an hour later notifying me that I had been automatically rebooked on an alternative flight 24 hours later which wasn't acceptable as I had to get back to London that night I rang BA's call centre and again they showed a high degree of callousness 95% of the halfhour call was spent with me waiting on hold with the phone just cutting off after half an hour and no meaningful information given to me by that point There was no attempt by the call operator to call me back when the line cut and I had a solid phone signal and wifi as I was still standing in Terminal 2 of Frankfurt Main airport even though my phone number is listed in my booking contact details They just don't care In the e

nd I had to arrange my own return to London by taking a coach to Hanh airport which was 112km away waiting there for 5 hours and then booking an expensive last minute ticket with Ryanair to Stansted At least that flight operated on time and got me back to London BA is worse than a low cost carrier now',

'London Heathrow to Keflavik Iceland in Business Class on an A321 British Airways provides an unusual Business Class experience for intraEurope flights The seating is similar to most airlines middle seat vacant and little extra space but on British Airways the Business Class cabin extends to almost half the aircraft This makes it less than a premium experience at every step from boarding to onboard The WiFi worked for only half the flight and there are no refunds But when it worked it was surprisingly fast Service on this flight was very good and we got to Keflavik on time',

'Mumbai to London Heathrow in Business Class on an ageing B777200 This aircraft featured the older Club World flatbed seats They are comfortable there is enough storage space around the cubicle and the monitor screen is among the larger ones Ive seen on airplanes BAs new Club Suites are said to be far superior competing with the best Bclass rivals The entire Business Class cabin had just 2 washrooms but it wasn't an issue on this flight since the premier section wasn't at full capacity There was WiFi on board fast enough to even send videos via messaging apps Service onboard was competent but the staff lacked warmth The food was alright and no more The biggest plus of this flight is that it gets out of Bombay at 110 pm in the afternoon instead of the ungodly early morning hours most international flights take off from India The airport experience is far more pleasant at this time In summary British Airways provides a good but not spectacular Business Class product',

' Care and support shocking Written by a previously loyal BA traveller Lies and misleading unprofessional service Told that my flight was cancelled Booked on to next available flight in downgraded cabin from business to premium economy Called to ask why Told technical fault with my original flight My suspicion was another reason At airport check in staff said that not enough crew to staff original flight earlier in day Why take my money and allow me to book a flight which would have allowed me to get to work as a doctor in the first place How can you trust such an organisation to look after you as a flying customer',

' Flying A380 business class should be a pleasure but BA has made it a disaster with the worst seating and configuration imaginable How could any sane person could jam so many seats into a limited space and expect passengers to be happy

y Seats are narrower than economy on some airlines and you must face another person until a plastic screen is raised The Tv screens are the size of a medium sized tablet and the controls are behind your head in a sitting position There is no where to put anything except one small pull out drawer at ground level that can not be reached when seated nor accessed when sleeping The window seats and middle seats are accessed by having to jump over a passenger on an aisle seat and the seats are so low that they are hard for elderly to get out of The whole business class set up is a sick joke Eating is difficult because the seat is not close enough to the table and the tables are so flimsy that drinks can fall off Are there any redeeming features the answer is no If you like a little comfort avoid BA like the plague',

' British Airways absolutely does not care My reserved seat was change from an aisle to center seat for this overnight full flight and it was quite awful After enquiring at LAX check in the agent said sorry nothing we can do Onboard the flight the attendants seemed to try and finish the meal service at a racing speed with meals trays passed out with no proper questions about choice Then back and clearing trays and they disappeared to rest in the kitchen for hours after that No water runs if you need anything do not bother with the call bell as they simply ignore it I used to like travelling British Airways 1015 years ago but the bean counters have been in and lowered it close to a lowcost carrier I guess staff are badly paid from their terrible attitude and service My last trip to London was with Delta they are so much better than this very poor excuse of an airline that British Air has now become',

' My recent experience with British Airways was not just horrendous it was an utter abdication of responsibility on their part I arrived at JFK ready for my flight to Malaga only to find it had been cancelled with zero notice After a draining 2hour altercation I was finally placed on a different flight The nightmare continued when I landed in Malaga sans luggage containing essentials for my sons wedding Thirty agonizing hours later the bags showed up—but my brandnew iPad and a special watch for my nephew were missing The items werent merely valuable they had emotional significance which made the loss even more gutwrenching Youd think a reputable airline would make amends for such errors Despite the clear mishandling of my baggage by their team they refused to offer any reimbursement or even a modest amount of airline credit Their customer service was not only ineffective but also astonishingly callous Their response was in essence Its your fault for trusting us with your belongings This isnt just poor customer service its a complete disregard

for basic human decency and responsibility British Airways had numerous opportunities to right their wrongs and chose not to. If you have any respect for your time, belongings, and emotional wellbeing, avoid British Airways at all costs. They not only fail to deliver on promises but also refuse to make amends when they err, leaving customers to bear the brunt of their incompetence',

' This is to express our displeasure and concerns regarding our flight to Italy. Our trip was effectively ruined by the failure of our luggage to arrive with us, coupled with the length of time it took for it to eventually reach us 9 and 12 days. Our departure dates June 19 2023 Flight BA 294 Chicago to London June 20 rebooked by BA on BA 546 London to Rome. All flights were late. On arrival in Rome, my wife was forced to walk to the checkin desk because our reservation for wheelchair assist from the plane was never transferred by BA. She was told by the cabin crew that there was no reservation for her transport. Also, our checked baggage 2 failed to make the BA rebooked flight from London to Rome. BA took 9 days to deliver my bag and 12 days to deliver my wife's. I called BA Baggage Claim Services daily. I was frequently cut off after waiting on hold for over an hour. We had Apple Air tags in both bags and sent pictures showing their exact location to BA Baggage Claim several times. After 5 days, BA stated that they found my wife's bag but needed to verify ownership. Both bags, as described, had bright pink 4" easily visible tags and bright pink bows. Taking 9 and 12 days to deliver them is inexcusable. Our return date July 3 BA 553 Rome to London BA 297 London to Chicago. All flights were late. We arrived in Chicago more than 3 hours late, missing our ground transportation to our home in Michigan 3 hours away. We had to find a hotel and stay overnight near Chicago. On July 12, we filed our expenses for replacement of lost clothing and toiletries, also for food purchased at Heathrow due to the flight delay and overnight hotel charges in Chicago. After 2 weeks, I went online asking for some followup on both cases but have had no response at all from BA. We are retirees on fixed income and cannot fund BA's errors. I can honestly say that the times I was able to reach a human being, they were all courteous and attempted to help but appeared at a loss',

' I flew London to Malaga on 27 August in Club Europe. We stood around at Gate B45 in Terminal 5 for over an hour with staff giving very different reasons for the delay: late inbound aircraft, etc. but the plane we boarded had been sitting there for more than an hour. After boarding, the captain stated that because they had changed planes, there would be no meals served. This is Club Europe and we received one small p

acket of crisps throughout the flight No effort to apologise We smelt the hot meal for pilots being heated and then saw it being served to them on a Club Europe meal tray Cabin crew also had warmed pastries and were very quick to use an air freshener in the front galley while customers received zilch BA sent an email the following morning to say sorry nothing else What a complete and utter rip off by an airline that is already cutting back on so many things I paid a full Business class fare did not receive any part of the onboard meal service and they expect an email to be sufficient Avoid BA if you have any other option nowadays they are the worst in Europe',

' I arrived at the airport about 25 hours before takeoff to have more than about time to get checked in go through security etc All that went without any issues Being that I was relatively early at the gate I was one of the first passengers there After some time boarding had opened First the business class got called up then families with children and disabled people A couple minutes into the boarding they started to call up people one by one by name Then there was an announcement they won't let anyone in anymore Me and about fifty other people were still standing at the gate not being let in The reason they said was that the plane was short staffed Later I discovered speaking to a manager that not only the flight was short staffed but also it was overbooked After the announcement people were getting angry because they wouldn't be let in anymore Nothing changed and everyone was sent away I had a connecting flight later that day that I was going to miss because I was not let on the plane First I tried to get my luggage back which I didn't receive immediately but got a hold of later on thanks to the airport personnel Then just like everyone who was going to fly with the same plane I wanted to talk to someone from British Airways Since they don't have a service center at Frankfurt Airport everyone went to the checkin counters where we received food vouchers but not a single person was either able to rebook my or anyone's flight nor get anyone refunded All the staff said was that we were going to receive an email in a couple hours with options to rebook the flight or get a refund I waited four hours for the email at the airport that did not come until today Trying to call the airline did not help either because they did not answer the phone or hung up in the middle of the conversation After the four hours of waiting for the email me and some other people from the same flight went back to the checkin counter to get a confirmation from them that I will receive a refund Being that there was a new shift the personell did not know what had happened When they scanned my passport and looked at the flight t

hey found out that the system was dying that it was my fault I could not attend the flight It looked like I had missed it For everyone standing there with me it was exactly the same But the people at the counter said they could not do anything about it Later on we were able to speak to the manager after many phone calls he said they were going to take care of it We are supposed to get an email at some point in the future I was not able to get a written confirmation that I will get refunded even after several times asking for it I already flew a lot of times in my life but never ever has such a thing happened to me Not only that me and so many other people were not let into the plane but also the customer service being so horrible that they were not able to rebook or confirm a refund in any way In the end the only option for me to get to my destination would have been to book a last minute flight for a lot of money which I would not know if I ever got it backed',

' Filthy plane cabin staff ok appalling customer service staff who couldn't care less when dealing with a complaint Paid extra for club Europebusiness class Food was poor they gave you wipes to clean your seat area yourself and we were split up so they could accommodate families Not really what you expect when you pay for the extra service Will be cancelling our other bookings we have with BA even if that means we lose our deposit',

' \xa0 \xa0Chaos at Terminal 5 with BA cancellations and delays and staff give different reasons depending on who you ask 9 out 10 answers were lies Sadly BA airport standards at T5 are worse than ever and we are long past being able to use Covid as an excuse As a short haul club Europe trip I expect very little from BA any more and they barely even provide that with cutbacks during Covid that are now permanent If you can find an alternative carrier on the same route choose them rather than BA Sadly on my route BA have a monopoly\xa0',

' \xa0\xa0As always when I fly BA it was a total shambles I was booked Manchester London Madrid BA first leg and Iberia 2nd I try wherever possible to avoid BA however the Manchester London was late however I ran for my IB flight and got to B gates just as boarding started being Group 1 I went to board and the gate sounded an alarm BA had removed me from the IB flight to a BA flight 3 hours later As BA had reissued the ticket IB could not put me back on the flight so 3 hours wasted because of BA's total incompetence This airline is a total disgrace the crew were not nice typical BA crew oh im so fabulous I dont need to be nice to paying passengers club europe cramped and terrible food ',

' First time using BA business class but we were pleased w

ith the service received No one was waiting at check in bag drop and through security in 2 minutes We used the lounge in the b gates area which we found quiet with plenty of food and drink on offer Boarding was quick and the cabin was on a 1x2x1 layout with 12 seats although there was a larger bc cabin behind that had about 30 seats Again food and drinks were plenty full and good quality Service from the cabin crew was excellent and the cabin manager Lauren even made up a birthday card when she found out it was my wife's special birthday Departed early and arrived at JFK early as well The only thing that I disliked was paying £117 each to select our seats and no free wifi',

'Not Extremely rude ground service We were nonrev flying and London was our connection layover Gate agent was extremely rude and forced me to check my carry on suitcase with the explanation that it was "oversized" However when I put it in the sizer it fit perfectly without force The plane was not fully booked and had lots of room overhead The gate agent was insistent and rushed us with no regard for the fact that we would have to redo security in order to get our bags again as we were switching airlines and needed to carry them on due to our nonrev status The flight itself was good attendants were polite and helpful No complains there Just extremely unhappy with the gate agent service I understand that it is not a pleasant job and frankly I would not be overjoyed to work there either but that does not explain why we had to be inconvenienced with no fair explanation or attention',

' My son and I flew to Geneva last Sunday for a skiing holiday in Les Arc The flight was cancelled moments prior to boarding and we were transferred to a flight departing three and a half hours later that then got delayed by a further three hours They didn't load any food on to the plane and forgot to load the baggage for all the business class passengers who had been on the earlier flight Problems happen its a complex operation What is totally unacceptable is the service one receives when there is a problem The offshore call centres are unhelpful and obstructive wanting to fob off issues by getting the customer to call special help lines that merely refer one to a webpage and then cut off The web pages are often unable to give information as they are not updated and often refuse to update your inputs at this time please try again later There is no access to people that are willing to help empowered to help or actually move a situation forwards in any way We've been sitting in a hotel waiting for the bag to arrive for two and a half days unable to ski due to our entire wardrobes being in the cases The outdated luggage tracking system had the suitcase in Geneva 2 days

ago where it sat with noone willing to step up and get it delivered What an incredibly heartless and incompetent company',

' For the price paid bought during a sale it was a decent experience although the club class business class seats offer no more legroom than economy class using shorthaul fleet on a 4 hour flight Fast track through security was not honored The lounge at Istanbul airport was overcrowded as it is also open to the public who can pay for usage causing a long queue for entry which was badly organised Boarding was smooth cabin crew were friendly but their service was hit and miss Eg Some people got a "welcome" and some didn't Half of the cabin was automatically offered coffee after dinner but not the other half However drinks were replenished generously and regularly and the meal was good with a choice of three mains from the menu',

' Flight left on time and arrived over half an hour earlier than scheduled thanks to strong tail winds The flight was full but no catering had been loaded for economy passenger at Heathrow so for 3 and a half hours we only had a small bottle of water and a small packet of corn snacks Nothing at all available to even buy to eat Worse than a lowcost carrier experience in this sense One of the light panels overhead the seats towards the back of the plane was broken and loose and just hanging above the unfortunate passengers head for the whole flight poor maintenance of cabin I would choose another airline on this route in the future as one of their competitors offers full meal service on this route even in the economy cabin',

' Very Poor Business class product BA is not even close to the other airline leaders Which ever way they sell the seat on a 777 it is a 242 layout The cabin feels and is very cramped The food in business class is economy quality just served in a china dish However the price of course is at premier levels The only positive of the whole flight and return were the cabin crew who were fantastic I felt genuinely sorry for them having to try and flog such a poor product Would I fly BA business again only if there were no other options and I had no choice',

'Not This review is for LHRSYDLHR BA015 and BA016 Business class had a 121 configuration on 777 giving space privacy and easy aisle access Seat reclines into comfortable flat bed Good quality pillow and duvet Privacy with sliding door Good storage space around the seat and charging point Flights on time no delays Gluten free meals were very poor in quality and presentation Warm processed meat between two bland slices of GF bread apparently is a business class breakfast On two sectors the main course no choice offered was bland

and fish which was served in a single small tray covered with foil in business class Condensation had formed as the dish was reheated probably from chilled so the offering was sitting in a weak watery liquid One crew member appeared genuinely apologetic as they meekly served one meal Do BA also serve the same GF offering in economy economy plus and first on a long haul flight My advice if GF take your own food or dine in the lounge if you are in the care of BA for 24 hours My travelling companion had very good regular meals or so they told me with a choice of main course on the same flights Crew gave the impression that they were doing a job covering the basics and rather than welcoming and engaging Usual hospitality industry waffle about service but little of substance delivered',

'Absolutely pathetic business class product BA is not even remotely competitive with other International airlines in the business class market With old outdated 8 across seating no I did not make a typing mistake you either have to climb across someone or someone has to climb across you to gain aisle access The crew must also hate this layout since they have to reach through little window openings to provide service to passengers in the 2 center seats BA like most other Europeanbased airlines does not have a factual IntraEuropean business class product even though they promote sell business class IntraEurope flights feature the same 33 seating throughout the aircraft the only difference being the middle seat is left empty in business class passengers get a meal drinks but this does not justify the higher cost BAs TransAtlantic business class product is only slightly better because of the narrow 8 across seating The biggest surprise on both the LISLHR LHRIAH flights was that BA has in fact substantially improved their food quality Shocking Unfortunately it is served in the WORST business class configurations of ANY International airline I have flown The entertainment system small screens my laptop screen is twice the size is like an airline offering 2 decades ago The flight crew was pleasant perfunctory which is about the best one can expect from a BA crew BA will simply never match the quality of carriers like Singapore Emirates Qatar Etihad EVA ANA Japan Air New Zealand Qantas or many others BA can compete with USbased airlines like Delta American United which are also not even in the same Universe in terms of a highquality business class product One of the biggest slaps in the face is that BA expects business class passengers to pay to select seats even though they have paid thousands of dollars to fly business class Several hundred US dollars for TransAtlantic flights Only if you wait until 24 hours before flight time are you allowed to select a seat at no cost Cer

tainly another BA Management decision that was made without a functioning brain',

'Not Overall not bad Staff look tired and overworked trying their best Weird seats I was in 21G going and 21D going home The buttons to press for the seat recline are so stiff I had to get help on both flights to get them to work There is another button also very stiff to bring the "leg rest" out This is an awkward thing which doesn't come up far enough to be of any use at all for your legs but just obstructs your feet really Again I had to get help to activate the very stiff buttons At one point the lady next to me was pressing the buttons for me while I tried to recline sit up or put the "leg rest" back We gave up and called the flight attendant who also had trouble BA please give this some maintenance Food only one out of three menu choices available by the time it got to me in Premium Ec It was pasta and was not too bad A Christmas Turkey Dinner was offered but why not load more if it is so popular that it is not available 10 minutes into the meal service "Breakfast" was an unidentified soggy pastry thing in a cardboard tube It was disgusting same offered on return journey A cold pastry and fruit would be so much nicer The tea and coffee was hot at least Overall I would say Air Canada provides a much superior Premium Ec service than BA I won't choose BA again',

'This was our first flight with British Airways in over 13 years and as usual I couldn't fault them As we were connecting we had little interaction with ground staff staff in the lounge were friendly and helpful Cabin crew on the flight were great very welcoming and friendly Our meals were delicious no shortage of drinks being offered The seats were economy seats with the middle row blocked off and some recline We arrived into Stockholm a little early through a snow shower which was a nice welcome back to Stockholm Bags checked in at JFK were delivered safely within 20 mins of arriving',

'I recently encountered a highly disappointing experience with British Airways specifically regarding their customer service After my initial flight leg was canceled I was rebooked with a connection at London Heathrow reduced to a mere 1 hour and 30 minutes Realizing the impracticality of this I promptly contacted British Airways within 10 minutes to request a more reasonable layover of 34 hours Shockingly the customer support representative flatly refused citing an inability to change my flight Despite explaining the logistical challenges of a short layover and a terminal change requiring additional security procedures I received no assistance To add to the frustration the representative inaccurately noted on my account that I was presented with multiple op

tions during our conversation Moreover the use of military time format and the lack of initial options provided only exacerbated the communication issues Both phone and email support proved equally incompetent and I was informed that customer service is outsourced to India allegedly contributing to the subpar service This experience has left me not only struggling to rebook my flight but also with a strong resolve to avoid British Airways in the future The lack of assistance blameshifting and overall incompetence in customer service make it my worst experience yet I strongly advise others to steer clear of British Airways and their appalling customer service',

'Not Beware BA dont provide any refund due to a very serious medical reason My father was diagnosed with a severe heart defect a couple of weeks before his flight date and B A refused to give any refund as this was not a good enough reason We sent them a medical note from his doctor saying he is unfit to travel due to potential heart failure and needs to have heart surgery as soon as possible and the operator totally dismissed it They said only thing they can do is change the travel date within a year Heart surgery recovery takes months and its highly unlikely that he will be able to travel within the year meaning he would lose his ticket and money They said they cant do anything to help not even change the name on the ticket so someone else can use the tickets The most ridiculous thing Ive heard',

' Check in was chaotic and badly organised Even though there were two desks one for premium and one economy there ended up being just one queue in front of the premium check in even though most passengers in it were economy That meant that those travelling in club or with higher status had no separate queue to join Whilst I was waiting in line another passenger went up to query and we ended up forming a new line in front of the economy check in desk for premium passengers unnecessarily badly organised the staff in charge should be retrained Security at the airport was very quick and through to the lounge This is a generic airport lounge for all airlines and it is actually quite good overall Nice layout and seating options reasonable food and drink options and an outdoor terrace which is really nice Boarding was very well organised although quite slow to get everyone on board but the flight was probably only half full and we still departed early so I think they felt no rush and it actually made the boarding experience nicer and more relaxed On board the club Europe seats are fine by European business standards although as previously commented are really not very good overall the meal service was disappointing As is normal BA do not stock enough of the proper meal option when the

options are so limited and varied in quality BA really should stock enough for everyone to have the good meal Sadly they had run out by the time they got to me so I had the option of vegetarian sausage or a salad I wanted a hot meal so went for the sausage and I can honestly say it was one of the most disgusting onboard meals I've ever had in any cabin class rolling some mush similar consistency to mashed potato into a sausage shape does not make it a sausage BA you need to improve the meal options make the vegetarian meal something you specifically have to request in advance and offer all passengers a choice of two decent meals then people will not be left with such a substandard alternative when their first choice runs out Whilst I hadn't planned on using it the on board WiFi was not functioning so was not available to use Overall though the flight was fairly comfortable and the cabin crew were very friendly and efficient I used avios to pay for the flight so it was obviously good value for money for me',

'Not All 4 of our flights were fine in terms of comfort punctuality and service I feel safe with BA and that is my main reason for booking with them even though I could travel with other airlines more directly On our return flight AT LLHR we skipped the evening meal preferring to sleep and we're looking forward to a hearty breakfast prior to arrival at LHR Sadly we were seriously disappointed To serve a chicken sausage in a wrap for a business class breakfast is just unacceptable Does BA actually pay experts to design these breakfasts Low point on an otherwise good trip',

'cNot I had hoped this would be a good review but unfortunately it won't be I flew business class from LHR to PDX on the BA nonstop It was a 787-8 series aircraft The flight attendant specifically mentioned it was eight years old as he recalled flying it when it was brand new The business class seats were abysmal My seat was at the window facing backwards With the divider down which had to be in that position for boarding taxi takeoff and landing I was literally just a few feet away from the person in the aisle seat who was facing forward We both couldn't help but stare at one another It couldn't be avoided It was horrible The service wasn't all that good either The flight attendant did a pre-dinner drink When she came back to ask for my choice for dinner she said none of my selection were left I was a little upset as nothing else appealed to me She then came back later and said the other part of the aircraft had more of the meal selection I wanted I'm not sure why they didn't coordinate that to begin with I was NOT offered any wine or other drink with dinner The meal was put down in front of me and the flight attendant never came back other than to clear the

e tray Overall this flight was not very good I flew over on American and back on BA and paid 6000 roundtrip I'd fly American again My preferred carrier is United or Lufthansa I'll never fly BA again',

' I was going to fly to Frankfurt from Glasgow over London but the flight from London to Frankfurt was cancelled This meant I had to stay overnight in London where I have no accommodation etc As I was rebooked to a flight from London City airport which was more than 2h by train I had to get an uber and then take a hotel for £250 in total London prices I was reassured over the phone that I would get all the money back My flight from London city airport was then cancelled again and rebooked to London Heathrow but two days later I then cancelled that flight and rebooked a new one with Lufthansa as I urgently had to get to work and needed the money I never received the money back for the hotel compensation for cancelled flight 1 compensation for cancelled flight 2 the extra food I had to pay for the uber or the actual cost of the flight I was first transferred 3€ by British Airways They stopped replying to me and told me the issue was weather conditions although other nonBA flights were going I lost over £700 in total and never got compensated for the loss of a work day either It just really feels like they don't care about people Worst service airline ever',

'Much better experience this time around Flew CPT to LHR on a new A350 Checkin was efficient I used the Bidvest lounge at CPT as it is better than BAs lounge Boarding was speedy The new business class club suites are very good Slightly irritating to be directed to the wrong seat 1A instead of 1K which meant that after settling in the passenger in 1A showed up We arranged a seat switch Second time in a row it has happened Why cant BA staff memorise which side of the plane is which and get it right Captains announcement was short and on point Welcome drink was served at the correct temperature ie cold first time ever for me previously BA has always served the welcome champagne warm IFE system was good everything worked as it should Felt slightly cheap that business class passengers have to pay for wifi I did not bother Cocktail was good The nuts came on a cheap plastic tray which was naff other airlines bring out something classier A female flight attendant came to take my order and I asked for Rooibas panacotta and the chicken breast She repeated back to me so you want a P and a C It was such a bizarre thing to say that I misheard I thought she said so you want beef and sea Confusion reigned until she explained to me she had a checklist of passenger orders and they abbreviate to first letters so she was saying P for panacotta and C for chicken But how bizarre to repeat back an order to a passen

ger in code Why not just say so to confirm panacotta to start and chicken as your main dish like every other restaurant airline does in the world The internal coding of food ordering is exactly that internal She even looked irritated at me that I did not understand her jargon first time The food when it came was excellent Much much better than recent flights I read somewhere that BA changed caterer If so it shows The panacotta was superb as was the chicken good restaurant quality The wine was OK to good but definitely not good to excellent I feel that while the food has got better in BA business class the wines have got worse Certainly compared to Air France which I have also flown recently The wine was brought out on time not after I finished eating as it was last time I flew BA business Cheese was also good and not teeth crackingly cold as last time I had a good nights sleep Plenty of snacks out if you wanted them and they did not run out Breakfast was excellent and the coffee was hot previously it has been lukewarm So all in all a vastly improved service offering The staff seemed rushed off their feet it would not hurt to have an extra flight attendant to look after so many business class seats Overall summary vastly improved passenger proposition It would be 10/10 but I deduct a point for showing me to the wrong seat and another point for the bizarre interaction with the female flight attendant who repeated my food order back to me using internal jargon codes',

'Once again a terrible business class experience with BA The flight was delayed by 45 hours The plane was very old with problems with at least 4 of the seats in business class not cleaned properly prior to departure Food was terrible as always with BA and only one choice available from advertised menu As a result of the delay we missed our connecting flight from Heathrow and instead of putting us on the next connection they chose the second last flight of the day which was also delayed by over an hour meaning we had an additional 4 hour delay whilst at Heathrow At no point were we advised about our compensation rights despite asking at check in and connections or provided any vouchers during the delays Having flown Etihad Qatar and Virgin business class equivalents over the last year it is clear to see how big the gap now is between BA and its rivals ',

' BA A380s are showing their age hopefully they will update the interiors soon because it was a let down especially when the flight lasts 11 hours Cabin crew were good and helpful Dinner was ok but the breakfast was grim On board entertainment was not the latest and seat back USB ports didn't work The only upside of BA is that it is only 1 of 2 airlines who fly this route directly and their pricing reflects that

his if you're prepared to lay over then there are better airlines out there',

' \xa0 \xa0Credit to BA Flew to Singapore recently and also back from Doha to London and both experiences were great Service was fantastic as was the quality of the food entertainment and was left feeling BA have got it together after a few previous below average experiences You definitely notice the difference with the staff on BA Far more approachable and outgoing compared to the cold and corporate middle eastern airline crews Nice one BA for 2 great flights',

' \xa0 \xa0The check in area for premium classes at Gatwick is very nice and there was no queue when I arrived so I was able to drop my bag very quickly Premium security at Gatwick is fine The flight was delayed due to NATS issues but the member of staff on arriving at the lounge let me know of this The lounge is nice and it's very comfortable There was an excellent range of food and drinks All the drinks you would expect Food wise there were sandwiches soup pasta salads fruit Spanish stew as well as turkey and ham pies with mashed potato roasted parsnips and carrots and gravy It was all really good and particularly nice to see so many options Boarding was pretty slow although the gate crew did a good job to keep it well organised and allow priority passengers to board first As has been well documented the onboard experience in terms of seat on BA Europe business is pretty poor but in line with other European carriers sadly That being said the seat is well padded and comfortable and the adjustable headrest is quite good The on board catering was of excellent quality I was lucky to get my preferred option of the roast turkey but several people sat near me weren't as lucky I do understand that meal options may run out but when the meal options are roast turkey with all the trimmings vegetarian cottage pie or a chicken salad you really should be stocking enough for every passenger to get the proper meal Or failing that allow an order in advance service where you then only stock the meals that people want to eat Whilst I fully support the desire to minimise waste both food and cost people really should really be able to get the ideal meal option Unfortunately one of the people affected reacted very badly to this and took it out on the cabin crew which is unacceptable they also lost a bit of perspective about just how serious a situation it actually was The cabin crew were very nice friendly and professional if a little slow but not to the point of detracting from the positive experience I had The ground service at Gran Canaria was pretty poor priority bags clearly meant nothing 95 of bags coming out were not priority mine came out about halfway through bag delivery and demonstrates poor delivery of service a

nd not fulfilling on the service they promise to their customers Overall though it was a very nice flight and having paid for it using avios and £1 I cannot complain at all',

' The flight took off a little late due to Heathrow congestion but still landed on schedule Boarding was smooth and the onboard service was efficient A small snack was served for free with a bottle of water additional items were available for purchase The cabin and toilets were very clean Overall an unremarkable flight but in a good way',

'BA is great in the air But they sell you connections thru London Heathrow Terminal 5 their private BAonly terminal which you are practically not able to make 90 minutes stopover time European flight inbound transatlantic flight outbound you arrive at the terminal gate ON TIME and book security Endless line slow process Your boarding starts and you are nowhere near the X ray and then it is a train ride withing the same terminal but different distant buildings Almost impossible to make Lots of stress',

' I had broken my leg 2 days before our return flight from Lisbon to London I called to get some assistance from British Airways hoping for wheelchair assistance an easier seat to get to or possibly an upgrade so that I could stretch out my broken leg which was in a cast This airline failed on all fronts Quoted us a price of €6000 each I was traveling with my husband which we could not do Almost didnt let me on the plane trying to interpret my medical report They did not attempt to change our seats which were near the back The single concession they made was to allow me to board 1st but did not offer a wheelchair so I had to swing myself down the aisle to my seat using the arm rests of all 21 rows before my seat as the aisles are not wide enough for crutches Might I add I am nearly 70 Had to exit same way No wheelchair waiting for me at Heathrow had to hop onto bus with crutches to change terminals and nearly took a tumble doing so Took so long to get a wheelchair that they had to hold my connecting flight on another airline for me and we were last to board That flight had allowed us to upgrade to business class for a reasonable price and took great care of me',

'Check in at MIA straightforward BA use American flagship lounge near gate D30 which is excellent Flight delayed but only by 1 hours Boarding chaotic On board staff were fine Seat was fine too but product ageing Post take off service prompt Slept for 6 hours I noticed that in club world BA have ditched rose champagne which is a shame Pre arrival breakfast was ok Slow to deplane Luggage off ok',

' \xa0 \xa0Never I saw such a terrible customer experience The plane landed already 30 minutes late despite any operational delays the boarding took over 1 hour because the cr

ew did not know where to place the luggages After this long 1 hour boarding process the captain did not apologise This is extremely frustrating when this occurs on a night flight forcing passengers to lose train connections to home',

' Having not flown with BA for a few years I read some of the reviews in preparation needless to say I boarded this flight with low expectations I was pleasantly surprised as the flight was ok We left LHR a few minutes early and arrived at JNB ahead of schedule Cabin crew although not as good as some carriers were attentive and professional Onboard catering was a disappointment as if you were unlucky to miss out on the chicken you were given a very sloppy pasta On board entertainment has never been BAs strong point and sadly that hasn't changed Unfortunately BA is not the prestigious carrier it once was but it's not as bad from my experience as some reviews suggest',

'Dear Community I feel compelled to share the utter frustration and disappointment that defined my recent travel experience with British Airways Buckle up folks this one's a rollercoaster On July 16 and 17 2023 I had the displeasure of flying with British Airways on BA709 and BA7 and let me tell you it was a nightmare The initial flight from Zurich ZRH to London LHR on BA709 faced a seemingly unavoidable one-hour delay upon arrival at LHR This of course resulted in me missing my connection to Tokyo triggering an automatic rescheduling of my flight to Tokyo HND via Beijing with Air China Oh but the fun didn't stop there – flight CA183 was also delayed turning my 16-hour delay into a grand total of 23 hours finally arriving in Tokyo at 2300 instead of the promised 710 And the cherry on top My four checked-in suitcases decided to take a detour and didn't join me in Tokyo forcing me to waste an additional two hours filling out forms at the baggage center I finally got my lost luggage back on July 23 because why make it easy right But wait there's more My return flight from Tokyo to Zurich BA8 on August 8 also danced to the delay tune making me question if punctuality is just a myth for British Airways The cumulative impact of these delays torpedoed my vacation plans stealing a whole day of scheduled activities including a guided Tokyo tour As if that weren't enough I had to dig deeper into my pockets for unforeseen expenses—extra airport transfers tour operator assistance fees emergency purchases airport meals and international calls for rearrangements The lack of assistance at LHR airport was the icing on this bitter cake Installing the BA app just to get basic information about alternative connection flights was a hassle and the fact that no BA clerk could provide this info in person was downright infuriating British Airways you've left me with a sour taste in my mouth and

d a dent in my wallet Heres hoping you take this feedback seriously and step up your game because right now its not a good look Frustrated and fed up Bert',

' Quick bag drop at First Wing but too many passengers so had to use fast track security in main terminal Direct entry to Concorde room outside security south Ate excellent breakfast which was served promptly Concorde room is a nice place to wait for a flight there is some interesting memorabilia and an excellent bar Boarding from c gates was disorganised and slow On board cabin crew excellent Good choice of beverages and these were of high quality Food was good Seat comfortable No first bedding provided On time arrival into Miami Baggage took 1 hour to arrive',

' 4 Hours before takeoff we received a Mail stating a cryptic message that there are disruptions to be expected as there is a limit on how many planes can leave at the same time So did the capacity of the Heathrow Airport really hit British Airways by surprise 4h before departure Anyhow we took the one hour delay so what but then we have been forced to check in our Hand luggage I travel only with hand luggage to avoid waiting for the ultra slow processing of the checked in luggage Overall 2h later at home than planned with really no reason just due to incompetent people Service level far worse than Ryanair and triple the price Really never again Thanks for nothing',

' I recently had a delay on British Airways from BRU to LHR that was due to staff shortages They announced that there was a 2 hour holding delay but they would board us immediately in hopes of clearing the gate and leaving early We had to wait the full 2 hours inside the airplane The plane was old dirty had no power at the seats The staff provided a small bag of pretzels and 250ml of water to the passengers for 2 hour delay and 2 hour flight There were no options to purchase food or drink There were no entertainment options available I am a OneWorld emerald elite member but they do not upgrade members based on status First class lounges at Heathrow are overcrowded understaffed and poorly equipped The help desk is completely unhelpful when an error arises with delays and cancellations even when having the top status The Avios points system has been devalued to near worthlessness and requires fees to book reward that nearly equal the price of the revenue ticket British has lost its way in recent years and has moved from a worldclass airline to a budget airline with much worse service and timeliness than Ryanair or EasyJet',

'Not Boarded on time but it took ages to get to the runway due to congestion Flight was smooth and quick Snack and drinks were good for a short flight Landed only about ten m

minutes late One bag of three left in London forms quickly filled in and the bag was delivered the next morning',

' 5 days before the flight we were advised by BA that it had been cancelled and asked us to rebook There were flights 1 hour before and 1 hour after our original flight but they made us take one 3 hours earlier Our original ticket and the return flight a week later included a checked bag When we arrive at Heathrow to check in we are told our ticket doesn't include a bag and we will have to pay 75 pounds each to take them We explained that the original ticket had the bags and when they checked the system they confirmed that it did but not this one They would make no effort to sort it out and just told us to pay up or they would remove us from the flight So we had no choice but to pay up thinking it should be pretty easy to get a refund 15 months and 10 emails later we have still not seen a penny Every time I ask where my refund is and state how long we have been waiting I get an inane email saying some departments take longer than others to respond Absolutely hopeless airline to stuff up the booking in the first place and even worse customer service to not even attempt to solve the problem at check in even when they could see the mistake THEY had made in their system compounded by being unable to investigate a very simple claim and refund me 150 pounds in 15 months',

'Not \r\nWe traveled to Lisbon for our dream vacation a cruise to Portugal and Spain Our friends did not EVER get their luggage It was a two week cruise Two weeks without a change of clothes or her CPAP machine Contacting customer service was a nightmare We never talked to a real person Very little effort was put into getting them their bags In one port we were on the ship and the bags were at the airport The airlines did not deliver the bags nor did they tell our friends that they needed to go get them The airline couldn't be bothered to take the bags from the airport to the ship BA says it is their policy to get you your bags within 72 hours That is a joke It's been over two weeks and they still don't have them They are back home in the US and last they heard the bags were in Lisbon If you have a choice do not fly British Airways Customer Service is non-existent',

' Booked a flight from Bucharest to Manchester with a 2h 45' layover at Heathrow Flight was delayed from Bucharest because of ATC strike Arrived at Heathrow 40 minutes later than scheduled and still had enough time to catch my connecting flight Unfortunately we were stranded in the plane and waited a very long time to disembark the plane due to lack of staff or slot shortage it's a common problem with BA at Heathrow I missed my connecting flight because of their delays and they told me I had to wait all night in a freezing a

airport for the first flight the next day There was just a shameful 10£ food voucher which is a joke considering the ridiculous prices at LHR No accommodation offered and had to sleep in a very cold airport I asked for compensation and they sent me a long text with the same lame excuses that they are sorry but they will not compensate anything I can't imagine a worst airline than BA regarding customer care It is not about money here but rather than the way they treat customers It is the last time in my lifetime that I will be flying this joke of an airline',

' Booked online months ago and the only hitch was replacement aircraft meaning chosen seats were different I was informed of this prior to departure so could amend Bag drop at MAN T3 wasn't smooth but I suspect that was MAN fault Shuttle boarding was slow and delayed meaning a rush at LHR T5 The flight to CPT was full but we left more or less on time The cabin was clean and PE was what we expected sufficient leg and arm room plus a few little perks with drinks Only complaint is the seats actually recline too far Staff were very good during the first few hours of service especially George Food was quite tasty but one option wasn't loaded Breakfast was also quite tasty and we landed on time The flight in the continent is both our cases arrived late on the carousel and only later did we notice both had been broken into likely at CPT All in all a pleasant surprise',

' The flight was on time The crew were polite It was the same story on my outward flight I find that BA in Europe is generally pretty good though I regret that they have substituted Prosecco for Champagne on the list of drinks you can buy in economy So many complaints about BA and other airlines revolve around lost luggage that I never check in bags even for long trips',

'Not Angry disappointed and unsatisfied My route was from London to Atlanta My suitcase was not boarded therefore not landed with me For both comfort and safety reason a bag always fly with its passenger and that did not happen Claims and few phone calls were made by desk assistants who answered my questions unprofessionally and miserably Certainly I was left with nothing but my backpack which contained not more than few snacks Neither clothes nor anything else was ever provided as an apology Meanwhile I was also told that my bag would have been delivered through the next 24 hours which also did not happen British Airways is a great airline to fly with but its organization when it comes to customer service is poor and uncertain Still waiting for my bag',

' As an infrequent flyer British Airways was always my first choice With some reassurance and comfort of service quality luggage allowance etc In fact I've never flown with the

budget airlines My most recent flight has now changed my view and causes me to reflect on what am I actually getting for my money and is BA what they once were While the flights were around an hour delayed both ways the cabin and ground staff service were ok It is the facilities or lack of that I am most disappointed by The flight was Approx 4 and a half hours and the only thing offered was a half cup of water that was poured out and a bite sized banana slice of cake In fact on my return journey I wasn't even offered the water To top it off BA no longer have a media screen from which you can select something to pass the time away There wasn't even the obligatory flight journey The WiFi was poor I couldn't even access the shop However for a fee so much more was available This explains BAs record profit of £152bn So the question is what am I paying for I will now for sure opt for the budget airlines They are transparent with what they offer and what you have to pay for which I can decide to choose or not As BA now stands for Basic Airways I'll go elsewhere and get basic for cheaper',

'Not A totally unremarkable flight on time as comfortable as European configuration goes No catering due to the storm effect greatly exaggerated This was advised by email and a euro 15 was provided not easy to use but lounge made up for this loss',

' 1 Ground crew in Heathrow left 60 passengers luggage We had 3 bags 2 The Heathrow ground crew left 1 of ours behind after the 1st two were received the next day 3 The Heathrow ground crew lost our 3rd bag 4 times and we were on the phone with them for over 3 hrs over the course of the week 4 Due to this we had to spend 500 on health and beauty items for my wife on our cruise 5 British Airways said they MIGHT reimburse after 3 months 6 We had to spend 100 in cab fare to Barcelona because the Barcelona ground crew Iberia claimed they had delivered it to us 7 Heathrow ground crew made us 15 minutes late arriving back into Heathrow after our cruise We actually landed 10 minutes early but those incompetent people still were not ready for us 8 The Heathrow ground crew caused us to leave 45 minutes late even though ALL passengers were boarded and ready 15 minutes before the departure time This will probably mean we will miss our connection in Anchorage BA clearly does not care or know how to operate a ground baseshameful BA is a joke and should be embarrassed they cant operate like a normal airline They do not grasp the concept that even a small hiccup can cause mass ripples of chaos to other people',

' London Heathrow to Gibraltar on 24th October 2023 I shall start by reference to the booking process I used the BA website to reserve the seat and food the website to be easy

to use and clear in every aspect The flight was due to depart from terminal 3 but the passengers were bussed for a good 15 minutes to a different part of the airport where the aircraft was on a stand When boarding the flight the cabin crew kept a very low profile and this was maintained during the entire flight The captain made 3 brief announcements during the flight There was no inflight entertainment The seats were clean and comfortable enough for a short flight The lack of catering was overt Other than a tiny bottle of water and an inedible "breakfast bar" one had to use an online system to order even a drink and of course pay for it too The passengers next to me could not use the online system as it does not seem to work and the cabin refused to sell them a coffee because of this fault Moreover the USB charge points did not work either Given the early hour of the flight it is a poor show that there are not even for sale items available from a trolley service The system BA have in place is not good enough The flight arrived ontime The disembarkation was inefficient though and poorly managed and the crew were not to be seen The crew were wearing the new BA uniform and it seems to reflect a downward trend of the airline To be candid there was any difference between this BA service and that of so-called "budget" rivals On this route BA have a monopoly and so I did not have an option to use the services of a different company',

'First time flying British Airways and I would not hesitate to fly economy with them again Flight attendants were pleasant and efficient Excellent special meal low sodium Comfortable space in economy One of my better flights',

'Not I flew London to Cairo and return in October 2023 It was basically a perfectly good pair of flights in Economy with pleasant and professional cabin crew especially on the return journey Being only 173 m tall I have no problem with legroom in the back of the plane the seat was OK if getting a little numbing after 5 hours and the return of a rather good included snack box and drinks was welcome However it must be said that the value for money was poor with a checked bag on the return leg only this was a nearly £700 ticket And although I am content to pass the time by reading or sleeping it was surprising to find no inflight entertainment on 5hour flights However overall I would still recommend BA and would do so even more enthusiastically if it was more sensibly priced',

'Not Absolutely the worst experience ever Flew into Heathrow no problem Waited for 5 hours three extra hours for our connection to Porto then they cancelled the flight Scrambled for a hotel and a new flight the next day They routed us through Madrid the next morning That flight was 15 hours

late so we missed our connection to Porto Because we missed the connection their fault they cancelled our return flights After two hours on the phone with customer service from the Madrid airport they booked us a new return flight then they made is pay 1300 to fly from Madrid to Porto Then for no reason they cancelled our return flight again After hours and hours and hours with customer service we finally got a return flight five days after our original return flight Meanwhile they lost my wifes luggage We finally got 15 DAYS after they lost it Return flight More problems with our reservations At no point was British Airways helpful They left the onus on us to fix their mistakes at every turn They completely ruined a three week vacation and they dont care They wouldnt even let us speak to a supervisor or manager Awful bordering on passenger abuse',

'Not \xa0 \xa0Flew back from Malta after scattering our sons ashes at his favourite spots When we boarded the aircraft for our return flight my wife became upset A member of the cabin crew noticed this and immediately spoke to my wife and tried to reassure her Her name is Tracey an exceptional crew member I noticed she spoke to other travellers in a courteous manner and was friendly Each time she passed my wife she asked how she was and would she like anything This kindness made a difficult time easier for us both Aircraft seats were comfortable and service good for a 2hrs 45mins flight Thank you BA',

'Not Cabin luggage had to go to cargo even when I said I carried medicines There was no time to get them out the hand luggage The economy seats with Virgin Atlantic KLM and even Ryanair have more space Luckily it was a short flight',

' I have been using BA for a while now and on average I cannot say that I am pretty satisfied BA somehow experience cancellations and delays most of the time Second the inflight service is usually weak Food portions are small and cabin crew is not very helpful especially when it comes to drink requests The screens in the A380s should be renewed as they are full of scratches and same size as A321s Especially in longer flights the entertainment system becomes more important There is also no welcome package except for pillow and small blanket I would expect more from BA If you are flying from the US to anywhere except the UK I would recommend considering other airlines But if you are flying to/from UK directly then BA could be one of your choices',

' I flew from Istanbul to London in Business class For more than half of the flight a child was watching an iPad very loud with no phones plugged in it was three rows in front of me and disrupted my flight as I could hear it above my headphones Staff thought this was fine and refused to tell

the mom to turn it down Why is this acceptable on a flight especially in business class Has this airline turned into a zoo Are staff given no training in customer service Why is a child allowed to disrupt other passengers When I told the staff she just laughed at me BA customer service is a disgrace Ive not even mentioned the food but it was bad really bad',

'Not I have flown on BA several times since the airline started nonstop service between Austin TX and London Heathrow Every year the service gets worse I brought a tape measure with me to see how far apart the seats are in the economy section 25½ inches BA has removed bathrooms in order to squeeze a few more rows of seats onto the aircraft Thankfully Im not a big person and was able to squeeze into my seat without being too uncomfortable When BA first started flying out of Austin the food was great Now when I arrive at Heathrow I get real food and take it on the plane with me I dont know where or who makes BAs food but it is not eatable If BA did not have a direct flight from my hometown to London I would fly with a different airline When we checked into Heathrow the line was extremely long and only one person was checking people in It took nearly an hour to get to the counter I understand airlines are making record profits and need to make up lost revenue from the pandemic but I think BA has gone too far and has little concern for customer service in pursuit of profits',

' The flight departed over an hour late due to a late inbound plane The plane was very full and half of the economy class passengers were forced to check in their larger cabin baggage at the gate when boarding making a complete mockery of the hand luggage allowance advertised Lots of passengers on board were stressed out about missing onward connections due to the delays and some did miss them as their next gates had closed by the time we disembarked at Heathrow Onboard service was ok but minimal BA gave up being a full service airline some time ago More concerning is that trying to get hold of customer services to make changes to bookings and deal with problems was nonexistent The airline seems to make it deliberately hard for its customers to contact it',

' I hate British Airways We get to London on Oct 3 and our next flight is cancelled We stand in line with 1200 other people to get it fixed and they tell everyone to leave the airport and call them to fix They book us the next day via online Dont offer vouchers for hotel we will miss our tour Now trying to get home from Istanbul Plane is here but should have started loading an hour ago No explanations May miss next flight Will never travel with them again Was this same

problem April 2022 flight',

' \xa0 \xa0Our BA flight from Porto to London Heathrow T5 was operated by Finnair using a Finnair plane and crew This had been advised by BA shortly after booking with the option to change flights if we preferred Although the business class cabin was of a similar layout to BA Club Europe ie with the middle seat kept free my wife and I felt the seats were more comfortable and the legroom slightly better Service was good on board and the meal was very tasty we chose the beef cheeks All was good until we landed at Heathrow Although we passed through passport control without delay once we were at the designated baggage reclaim we just waited and waited After an hour and ten minutes I went to the BA baggage counter to ask what was going on They seemed unaware of an issue but said they would find out Over the next hour or so various other passengers also requested information and despite various announcements and a list of different excuses it was almost 2½ hours before the bags finally arrived Frustrating to say the least I subsequently complained to BA but after 4 weeks there has been no explanation just the automated message from customer services 'we are experiencing exceptionally high volumes' This response says a lot',

'The customer services call centres etc are atrocious and sometimes callous They just don't care Long waits to speak to anybody who then have no power to actually solve anything and the calls just cut halfway without resolution anyway If the flights are cancelled as were my original ones you're really left on your own and nobody cares The onboard services are so-so but for short haul it's now "semilow cost" which is confusing as you never know what to expect This time we were given a bottle of water and a very small snack whilst anything else had to be paid for And yet on some other flights apparently you have to preorder any additional food It's confusing which makes it not dependable Cabin baggage is in theory generous compared to competitors in economy but then they asked more than half the passengers on this flight to check in the cabin baggage at the gate due to lack of space in the overhead cabins leading to long boarding delays Their whole offering hasn't been thought through very well The USB power supply did not work throughout the flight contrary to the announcement that the power be available after the seatbelt sign was turned off so it was pointless providing the sockets in the first place Not my first choice airline on this route and am just trying to use up most of my Avios points before I totally abandon them I fail to see how it is deemed a 4 star airline',

' I am a frequent flyer with BA and have been for the last 15 years Having noted the ratings given frankly I cannot

understand how BA scores three stars for most aspects of its service. In a nutshell, BA has placed profit margins over passenger appreciation. This fact was hammered home on my return leg which was not in Club Europe. Quite alarmingly, BA appears to place profit over passenger safety by extending its Business Class seating up to and beyond emergency exit rows and then failing to ensure those seated in exit rows have the physical capacity to actually open the door in case of an emergency. I was not at all reassured to see an elderly and slightly built woman seated with the responsibility of opening the overwing exit should the need have arisen. Short haul business Club Europe is simply a joke and only useful for gaining valuable tier points for lounge/preboarding benefits. While cabin crew service is excellent, the lack of space and reduction in refreshment choices etc places them a million airmiles behind competing airlines such as Qatar, Turkish or Emirates who understand the true definition of customer appreciation and hospitality. BA has consistently eroded the value of their Executive Club and seems to be of the impression that recent changes in obtaining avios points during the booking process benefit passengers. Really, I want to support BA and did enjoy flying with them up to the point when they started penny pinching and became more deserving of the name Budget Airways. The attached photos taken during my most recent itinerary highlight the difference in customer care/appreciation between British Airways and another airline used in this trip. Both flights were around 4 hours in duration on the same day. Guess which one is showing BA's in-flight offering',

'Not. Flew with BA to Punta Cana. Took the trouble to reserve seats for both outbound and inbound flights. On boarding at Gatwick realised we had been moved to much less good seats with other people sitting in the seats we had spent a lot of money reserving. Apparently there has been a change of aircraft and a number of passengers had been automatically reallocated seats for no particular reason. The crew said there was nothing they could do although of course they could just have swapped us with the couple using our seats. We were told to claim a refund on return home. We did this via a complaint form. BA offered us £100 in vouchers. We didn't accept this as it was less than the cost of the seats and also naturally we wanted our money back. We eventually got it but not without a fight. Very second rate shoddy airline',

'They downgraded me from business to premium economy. They took three months to get back to me and offered me 200 pounds or 400 AUD. The difference between business class and premium economy which I never fly is 3000 AUD and the difference between economy and business is 6500 AUD. They owe me a

t least 1500 pounds and to be very fair 3250 pounds The downgrade was insulting and incredibly painful as I had a recent cancer operation and have a back injury which I have pointed out to them I need to lie down The wait for them to get around to me has been numbing The insult of their offer has been the slap in the face to continue my degradation The people I have dealt with at the airport have been down to earth honest hard working people The actual staff on the plane were warm and friendly and helpful The systems under which BA operates are some sort of medieval torture',

' The already delayed aircraft landed and apart from the small BA logo on the rear of the fuselage there was no indication as to whom the carrier really was Boarding turned into a farce with passenger groups being told to wait in one queue in order to board only to be informed we were on the wrong place and our boarding wasn't allowed yet The interior cabin was reminiscent of a BA cabin from twenty years earlier except the tight legroom and uncomfortable seating which made a budget airline feel luxurious The crew were not BA but from an unknown charter company Service was slow and as usual choices of food to purchase ran out before they'd reached row 24 I requested a cup of tea which never appeared Thank goodness for my airport purchased water and the tiny offering of pretzels The over officious senior flight attendant who'd been facilitating in Club Europe appeared in economy and immediately slammed down the armrests whilst still in mid flight making an already uncomfortable journey feel worse Cattle class was definitely that To say I was happy to land and disembark was an understatement Never again BA never again',

' \xa0 \xa0 Caught up in the Gatwick cancellation fiasco at some point between what was smooth check in unable to do online as part of group travel and security the flight was cancelled we were denied entry to security and departures as a result It was at this point that we discovered BA Gatwick are not BA but a masquerade who are unable to help and and provide very little assistance unless the real BA provide information and even though our baggage was now airside didn't have a clue as to how we could get it back It is however with thanks to a supervisor from Business Class check in who came to our assistance and help with our predicament baggage retrieval information on what to claim and how and our revised BA flight from LHR the following evening Difficult to give a rating for cabin service as we didn't even board the aircraft',

' \xa0 \xa0 BA has a real problem with boarding its flights Those who get on first fill the luggage bins with 2 bags one of which is supposed to be small and under seat only Ca

bin staff dont bother implementing their own rules Subsequent passengers mill up and down the aisle bumping into each other searching for space Boarding this flight took an hour as a result of this nonsense The incoming flight was late already so our 90 minute flight was 90 minutes late',

'Our connecting flight from London to Glasgow was canceled and we were forced to wait 12 hours in the airport for a new flight When we received our luggage at Glasgow we discovered that our luggage was soaking wet My wife's luggage contents were wet and had to be air dried',

' The worst airline I have ever flown with Allocated the very back row next to the toilets and galley No chance of getting any sleep question asked of possible seat movement ignored and getting bumped the entire time by cabin crew walking or pushing kart up and down aisle without one apology Would have been better sitting in the luggage compartment',

' Excellent service levels proactive crew and superb food and beverages I found all aspects of the service to be superior to BA business class even the new BA Club Suites First Class felt exclusive the dedicated crew were clearly used to working the premium cabin enjoying their work were proactive friendly very respectful and the food and beverage offering a considerable step up from business class The seat with sliding double doors was spacious well designed and very comfortable British Airways offered a solid First Class service from Concorde Lounge to boarding which was actually beyond group number for a change to the very warm and genuine welcome on boarding A consistent solid comfortable service from start to finish and if the price was right I would not hesitate to book First Class with British Airways again',

'Not Booked a very special holiday for me and my partner September arrived and we were on our way to lovely South of France Booked Business Class for us both to start the holiday right As we were checking I was told the flight was over booked and our seats wouldn't print onto the ticket for some reason We had already made sure the seats were booked when we had booked the flights nearly a year prior to going Unfortunately when we arrived at the gate we were then told we would no longer be sat together and one of us would in fact have to go into economy My girlfriend is an extremely nervous flyer and so had to take extra tablets to remain calm She didn't have any food which we had pre booked also and she was sat right down the bottom end of the flight We were held at the gate with another 4 or 5 couples all in the same predicament all due to the lovely money grabbing British Airways over booking the flight They ended up refusing passengers in the end and even had people sat on the fold down chairs in the toilet area When we eventually arrived in Fra

nce late we was waiting for our luggage to come Our airtags stated that both our cases was in fact still in Heathrow We then had to wait 4 days for them to eventually come into France by this point our holiday was ruined British Airways was absolutely shocking we couldnt speak to anyone as all the phone numbers were no longer in use We felt stranded in a foreign country with no clothes and no one to help use with what to do next Every day we watched them case not moved as we were tracking with air tags it was so frustrating not being able to plan our days in hope we would get the call to then drive all the way back to the air port 2 hours each way to collect our cases we ended up going out and buying new clothes toiletries and all the stuff to make the best of our ruined holiday saving all the receipts thinking we would be able to claim it all back how wrong I was British Airways take zero responsibility and fob me off with going through my insurance British Airways only pay for basic essentials Pants and toothpaste I filed a complaint when I got back and requested my money back for business class and they haven't even had the decency to even respond They are an absolute joke of a company and I wish they would remove British out of there name because there is nothing British about them Do not give them your money they can't even look after their staff let alone customers Oh and don't bother trying to cancel your flight either as they just take all of your money off you and give you nothing back',

'Not Just returned from Chicago flew out 10 days ago on American Airlines absolutely superb in every way had high expectations on return flight with BA\u2028What a disappointment\u2028The Airbus A380 may be nice from a pilots perspective but as a passenger it was awful\u2028Very uncomfortable seats the inflight entertainment and flight tracker failed to work throughout the flight the inflight meal was inedible and the service was mediocre at best Our short flight from Heathrow to Manchester was much improved very welcoming and attentive in flight staff and the flight even arrived early In future we will travel with one of the American carriers ',

' BA standards continue to decline every time I fly with them This time a 45 min late departure which seems the norm for BA and no information from the rude and clueless boarding gate staff The Club lounge was overcrowded dirty and grubby and cleaning staff could not cope How many more cutbacks is BA going to apply before they become truly low cost As a 35 year veteran user of BA while people complained of Alex Cruz cutting costs the past 3 years has seen them decline very quickly under their latest CEO One reads the occasional article about BA improving things but I have yet to see a

nothing substantive There seem to be few British staff left amongst the cabin crew so maybe time for a name change and give the flag carrier status to a proper lowcost and sadly the staff service has declined year on year Onboard the catering remains poor and surprised that DoCo can produce such rubbish meals when I have sampled their Turkish Airlines equivalent in August that was superb guessing BA are too tight with their budget Onboard WiFi service is a joke and should be avoided',

'Not Awful Business class check in queue just as long as for economy probably because half of the desks were not staffed and Terminal 5 is chaotic Business lounge overfull couldnt get seats Delayed flight unmanaged chaos at the gate No drink on boarding first drink served an hour after takeoff The meal was poor used to get better in economy on other airlines British Airways has won the race to the bottom of the cheapskate stakes Not looking forward to the flight home',

' Not a reliable airline You cannot trust the timing at all I had a 645am flight boarding was on time but then we are sitting in the plane for already 15 hours and the expected departure is still not clear They have discovered the engine is not working I am risking to be late for a business meeting in Geneva How come they bring a not working plane to the gate The funny thing is that I had another business trip in spring 2023 also with BA to Amsterdam When I arrived to the Airport that time I was told I dont have a seat I was put on the next flight in several hours which should have got me to the business meeting late but still not too much A lot of stress In the end on the second plane we were sitting in the cabin for 15 hours and I have missed the meeting I thought it was a dramatic unlucky case that time but today I see its routine for BA not to fly on time',

' I take comfort in reading the last ten or so reviews to see Im not the only traveller to put in words how absolutely abysmal British Airways are The only reason we are stuck using this awful airline is to use up points We booked Club Europe months ago London to Athens sat in row 3 and told they had run out of food options only choice was lentil pie or green curry Returning Athens to London Club Europe Couldn't check in online as promised so arrived at the airport 3hrs early To be told they had overbooked the flight and basically we were being bumped to economy This airline fails to deliver time and time again It is a national disgrace and I implore everyone to choose an alternative ',

' The worst journey in my life The connection time at LHR was only 1 hour but the flight from MXP was on delay I had to rush to change terminal by train and arrived risking a h

heart attack After that the plane just stayed there for another 40 minutes Despite that upon arrival at SJC my baggage was lost I filled the form and gave to the employee I was not given any receipt so I did not have any reference number BA phone number at SJC simply never answer I called twice the toll free number and realized they did not record the delivery address I had to enter myself online dealing with a shitty website They delivered the baggage three days later I claimed for compensation online as I had to buy clothes and other stuff and I did never get a receipt I was expecting an upgrade for the flight back to MXP but nothing happened neither they allowed me to enter BA lounge at SJC Bad customer service The only positive side was price but obviously this cannot justify this treatment and if I knew I would never flown by BA Never again',

'The airplanes and the lounges are worn out old and broken From Dallas to Heathrow multiple first class seating and electronics were non functional and poorly designed The first class seating from Heathrow to Dubrovnik was nothing more than a tray blocking the middle seat of a standard coach ticket Very disappointed',

'One of the worst experiences on the worst airline The flight was delayed due to earlier technical issues The time slipped from 1700 to 2000 to 2200 and finally cancelled There was zero information given Despite paying well over the odds for business class we were booted out of the BA lounge two hours before the flight When it was finally cancelled the BA staff Without explanation told everyone to go to a gate After another hour or so they made us re enter the UK via passport control a further 40 minute wait By now the airport was closing and there was no sign of our bags or any help from BA A passing Gatwick engineer finally helped us locate the bags BA completely washed their hands of us and in contravention of CAA rules refused to find us accommodation Many slept in a bus stop overnight There were people with young children who couldn't find somewhere to stay and yet BA had closed down and left The following day the replacement flight was also late and due to an admin mistake had no catering or liquids for a 2 12 hr flight Overall the service was shockingly bad the worst I have experienced from any airline I will not ever use them again',

'Cancelled our flight lastminute then moved us onto a flight 2 days later operated by Japan Airlines We had paid a lot extra for extra legroom seats as I am very tall and they assigned me a middle seat deep in the middle of the plane Because it was operated by a different airline but booked by BA neither BA nor the other airline could change my seat over the phone despite seats being available After 4 hours of

waiting in queues and sitting on hold their solution was for me to arrive early at the airport I did but the seats had already been given away for free by people who had booked directly with that airline and could check in online I got a £10 meal voucher as compensation for this enormous downgrade on a 14 hour flight Never again will I fly BA I would rather fly indirect with better airlines than use this disgrace of an airline again',

'I had a flight from Miami Florida to Dublin Ireland via Londons Heathrow airport The outbound flight from Miami was delayed and we were further delayed when our gate was occupied when we arrived in Heathrow The total delay was roughly an hour but it was enough to make our connection a challenge where we had 73 minutes between original arrival time until the departure time to Dublin When we headed to our connection flight we were stopped by security personnel at a checkpoint and told us that the gate to our connection flight had already closed This was twenty minutes prior to departure time They ushered us to customer service to be rebooked Given the busy weekend of travel we were rebooked on a flight at a different airport and were told that our cost to get there would be reimbursed We then waited 3 hours for our luggage and then took a cab to Londons City Airport The cab fare was roughly 500 When I filed a claim with British Airways they refused the claim and told me that we had plenty of time to make our connecting flight and therefore they denied my claim to be reimbursed for the cab fare This is after I explained that it was British Airways employees who ushered us to rebook the flight despite the 20 minute timeframe to make the connecting flight The person who rebooked us told us it was policy that they close the gate 20 minutes prior to departure I will never fly this awful airline again Given the other feedback on this site it appears that that is the overwhelming sentiment',

' We started our day with BA in Prague The flight actually left on time I came to find out that's very unusual We purchased business class seats As you can see from the picture they hardly were business class All they did was block off the middle seat in the first few rows and called it business class Horrible flight In addition I had a really rude rude check in clerk basically yell at me when I excused myself and asked if she could give a little bit of priority to the many business class passengers who weren't being served Then we got to Heathrow and the real fun began We had a 4 hour delay They gave us about 5 different excuses for the delay I had a few employees walk away while I was asking them questions They were very rude At one point there were no employees left And from the announcements it seems virtually eve

ry BA flight was delayed And there were no weather issues There was no place to comfortably store items in business class I've never experienced that before Not even a cup holder for my bottle of water The seat controls didn't work well You had to keep pushing the buttons to get them to do anything The power outlet didn't work There was no internet the entire flight The overhead luggage bin was too heavy I almost got a hernia having to close it This is a horrible airline I'll never fly with them again If I could give zero stars I would',

' I fly British Airways weekly not because I want to but because they own the route there's no other option therefore they frankly don't have to care about the customer The flights are always delayed and it's always someone else's fault be it weather delays to incoming aircraft or flight traffic control issues I've heard it all and for the life of me can not understand why they are allowed to operate I've been around the world and traveled with all of the world's airlines but British Airways are really the worst of the worst It's such a shame to have watched what used to be a good company fall down a cliff My advice is if you have an option to fly with anyone else then exercise the option but if you're flying with different connections and you have a tight schedule do not expect BA to get you to your destination in time',

'Not Everything was ok until our connecting flight in London just before take off we were on the runway the pilot came on to announce an engine problem After engineers tried to fix it while we waited on the plane for over an hour we were finally told that we would have to be evacuated and rebooked for another flight but not to worry because a special crew was waiting for us on the ground to help us and set us up in a hotel except that there was no one to help us In fact everyone refused to help us It was Saturday almost 8pm and they just wanted to go home Anyone with a connecting flight couldn't rebook on the application because the app wouldn't disassociate our first flight with the connecting one in London and the staff saw this but still refused to help us They gave us a phone number but there was only a message that said just to use the app Finally I got someone on the phone who rebooked us for the next day Now it's 1030pm and I have to find a hotel room because the airline refused also to help us with that So I had 2 choices either sleep in the airport or pay over 700GBP for a room I don't have the money to pay for this but after a 10 hour flight 8 hours of jet lag and the insane stress after the fact that no one from British Airways would help us I took the room Of course I claimed reimbursement but that was over 3 weeks ago and I have

nt heard anything since so I have no idea when or how much I'll be reimbursed even though I'm not claiming any emotional compensation from the horrible situation they put me through due to their total indifference. It's financially difficult for me right now because the money I had to put out is equal to half my salary and of course it's impossible to reach them by phone. I feel still as I did on August 26, 2023, completely trapped by them and their indifference with no solution or information',

'Not My initial flight was cancelled 8 hours prior to the flight. Then I was automatically rescheduled for the next day. The next day the flight was delayed leaving Hamburg and missed my connecting flight to Las Vegas. Me and several other passengers spent the night in London. British Airways provided us with vouchers but the transfer bus dropped us at the wrong hotel closest to our hotel and told us that we can walk there if we want to. As a result, I lost two nights' hotel reservations that I made in Las Vegas. I opened a claim and provided all receipts to British Airways to get a refund of my hotel reservations but over 5 weeks now not a single feedback from British Airways. I will avoid all flights with them in the future and will share this story',

'Not We will never fly British Airways again. Our flight on July 15, 2023, from LHR to LAX was cancelled 20 hours before departure without any explanation. Since 8 weeks we are now waiting for the refund and BA does not pay us the cost caused by the cancellation. Very disappointing',

'Check in and security clearance very quick at LHR T5. My wife and I used the Galleries North lounge and at 6:00am it was easy to get a seat. Good buffet breakfast options. Flight boarded on time and flight departed on time. I was seated in 4A. The Club Europe seats on the A320 seem to be getting smaller and legroom. I am 6ft and was very tight. Cabin crew service was fine. I chose the full English breakfast, it was OK but there was a lot of water in the bottom of the bowl. Flight landed on time. Overall, an OK flight but Club Europe doesn't feel very premium these days',

'Not British Airways has confirmed itself as the worst airline in the UK. Last minute cancellation, no explanation, refusal to book with another airline "because we don't have an arrangement with them". What's happened to what used to be our national airline',

'Worst BA experience. I was supposed to fly out to Italy on 7 September 2023. I arrived at OR Tambo International Airport ready to check my bags in. I already checked in online the previous evening so I had my boarding pass ready. At the counter, I was told that I had been offloaded from the flight as my connecting flight has been cancelled. No information was

s sent regarding this beforehand The team at the checkin counter tried to get me on another flight that evening but there were no flights available They did manage to get me another flight the following evening with Lufthansa to Italy via Frankfurt However I did miss the first part of my trip having arrived a day and a half later than I was supposed to Upon moving the flights I did ask the BA staff whether my flights back are still valid and that everything is in order which they assured me is correct I have to fly back to South Africa on 18 September and upon checking my booking information I noticed on my BA account that my first flight Milan to London is just missing from my booking My connecting flight from London to Johannesburg is still there After spending the entire morning on the customer helpline two different operators picked up and in both instances the moment I proceeded to give my booking reference number my call gets dropped Currently it seems like I will be arriving at the airport again on Monday without a flight',

' My daughter and I were denied boarding on our business class flight from Madrid to Heathrow in March 25 2023 the first leg on our return flight to Victoria Canada No reason was given for the denied boarding by the check in staff at the British Airways counter in Madrid who said they were only agents and told us to call British Airways We were three hours early for the flight and had valid passports After many tries we finally reached British Airways by phone but we were told to call Expedia which had booked the flights Expedia confirmed that we had been bumped from the flight with no explanation as to why Expedia then began a long process of finding alternative flights Over the next 24 hours we had numerous calls with both Expedia and British Airways Incr edibly the next available flights were 9 days later on April 3 This was almost unbelievable but after many many tries it was the best we could do Even though these were Business Class tickets Part of the problem was that apparently rules did not allow any changes to routing for any segment of the flight This nine day delay was a major problem for us I had to miss work and my daughter was missing school Further we received no compensation from British Airways no penalty fee and not any reimbursement of our expenses for staying the nine extra days After our return I began the British Airways online complaint process and submitted all supporting documents I received an email reply and a case reference number And then nothing I sent numerous follow up emails and received no replies It is now months later and still I have not heard from British Airways This is shocking and definitely the worst airline service I have received for my thousands of flights over many decades I am a very patient person a

nd this is the first time I have commented on this type of forum I think the public should be made aware of extremely poor customer service at British Airways',

'Despite boarding being the usual free for all at LHR with groups 13 being called to board all at once Whilst those passengers who had agreed to check in a bag in at the gate getting to board before anyone else However the service on board was impeccable Superb crew friendly attentive interacting with passengers and generally appearing to be enjoying their job Like BA in the old days and at its best Food choice and quality seems to have improved too no beef cheeks thankfully and even the Club kitchen appears to have returned Old style Club seating but is at least better and feels less cramped on the 787s',

'Not Flight cancelled no crew 9th September 2023 not peak holiday period so why such bad management by BA Sent to the gate left standing of over an hour and then flight cancelled As were other on that day Why does BA continue to provide such poor service a national disgrace',

'Not The worst service ever my baggage did not arrive on time Both my flights were delayed I will never fly them again Even the food was bad and your service',

' 44 flights we booked this holiday were delayed about 12 hours No wifi available on 2 of 4 flights Food and drinks very basic and expensive Cannot recommend',

' British Airways has a total lack of respect for its customers I was booked to fly from Frankfurt Main to London City Airport and just a couple of hours before the scheduled departure the flight was suddenly cancelled by BA without explanation when I was already at the airport The worst thing was the utter callousness that staff showed towards customers The ground staff's attitude was that they are merely third party agents not BA employees and therefore they quickly washed their hands of us all telling us we had to contact BA directly via phone if we wanted help They couldn't even provide us a phone number telling us to look it up on bacom So BA abandoned its passengers They did tell us that the BA departure to Heathrow had also been cancelled meaning there would be no further BA flight from Frankfurt to London that day although other airlines were still operating the route but BA refused to rebook us on them The reason given for both cancellations was "technical reasons" No assistance or information was provided on our rights due to cancellation nor any information on help regarding food accommodation help etc Their attitude was literally that the cancellation had nothing to do with them and it was our problem not theirs I received an email an hour later notifying me that I had been automatically rebooked on an alternative flight 24 hour

s later which wasn't acceptable as I had to get back to London that night I rang BA's call centre and again they showed a high degree of callousness 95 of the halfhour call was spent with me waiting on hold with the phone just cutting off after half an hour and no meaningful information given to me by that point There was no attempt by the call operator to call me back when the line cut and I had a solid phone signal and wifi as I was still standing in Terminal 2 of Frankfurt Main airport even though my phone number is listed in my booking contact details They just don't care In the end I had to arrange my own return to London by taking a coach to Hanh airport which was 112km away waiting there for 5 hours and then booking an expensive last minute ticket with Ryanair to Stansted At least that flight operated on time and got me back to London BA is worse than a low cost carrier now',

'London Heathrow to Keflavik Iceland in Business Class on an A321 British Airways provides an unusual Business Class experience for intraEurope flights The seating is similar to most airlines middle seat vacant and little extra space but on British Airways the Business Class cabin extends to almost half the aircraft This makes it less than a premium experience at every step from boarding to onboard The WiFi worked for only half the flight and there are no refunds But when it worked it was surprisingly fast Service on this flight was very good and we got to Keflavik on time',

'Mumbai to London Heathrow in Business Class on an ageing B777200 This aircraft featured the older Club World flatbed seats They are comfortable there is enough storage space around the cubicle and the monitor screen is among the larger ones Ive seen on airplanes BAs new Club Suites are said to be far superior competing with the best Bclass rivals The entire Business Class cabin had just 2 washrooms but it wasn't an issue on this flight since the premier section wasn't at full capacity There was WiFi on board fast enough to even send videos via messaging apps Service onboard was competent but the staff lacked warmth The food was alright and no more The biggest plus of this flight is that it gets out of Bombay at 110 pm in the afternoon instead of the ungodly early morning hours most international flights take off from India The airport experience is far more pleasant at this time In summary British Airways provides a good but not spectacular Business Class product',

' Care and support shocking Written by a previously loyal BA traveller Lies and misleading unprofessional service Told that my flight was cancelled Booked on to next available flight in downgraded cabin from business to premium economy Called to ask why Told technical fault with my original fli

ght My suspicion was another reason At airport check in staff said that not enough crew to staff original flight earlier in day Why take my money and allow me to book a flight which would have allowed me to get to work as a doctor in the first place How can you trust such an organisation to look after you as a flying customer',

' Flying A380 business class should be a pleasure but BA has made it a disaster with the worst seating and configuration imaginable How could any sane person could jam so many seats into a limited space and expect passengers to be happy Seats are narrower than economy on some airlines and you must face another person until a plastic screen is raised The Tv screens are the size of a medium sized tablet and the controls are behind your head in a sitting position There is no where to put anything except one small pull out drawer at ground level that can not be reached when seated nor accessed when sleeping The window seats and middle seats are accessed by having to jump over a passenger on an aisle seat and the seats are so low that they are hard for elderly to get out of The whole business class set up is a sick joke Eating is difficult because the seat is not close enough to the table and the tables are so flimsy that drinks can fall off Are there any redeeming features the answer is no If you like a little comfort avoid BA like the plague',

' British Airways absolutely does not care My reserved seat was change from an aisle to center seat for this overnight full flight and it was quite awful After enquiring at LAX check in the agent said sorry nothing we can do Onboard the flight the attendants seemed to try and finish the meal service at a racing speed with meals trays passed out with no proper questions about choice Then back and clearing trays and they disappeared to rest in the kitchen for hours after that No water runs if you need anything do not bother with the call bell as they simply ignore it I used to like travelling British Airways 1015 years ago but the bean counters have been in and lowered it close to a lowcost carrier I guess staff are badly paid from their terrible attitude and service My last trip to London was with Delta they are so much better than this very poor excuse of an airline that British Air has now become',

' My recent experience with British Airways was not just horrendous it was an utter abdication of responsibility on their part I arrived at JFK ready for my flight to Malaga only to find it had been cancelled with zero notice After a draining 2hour altercation I was finally placed on a different flight The nightmare continued when I landed in Malaga sans luggage containing essentials for my sons wedding Thirty agonizing hours later the bags showed up—but my brandnew

iPad and a special watch for my nephew were missing The items weren't merely valuable they had emotional significance which made the loss even more gutwrenching You'd think a reputable airline would make amends for such errors Despite the clear mishandling of my baggage by their team they refused to offer any reimbursement or even a modest amount of airline credit Their customer service was not only ineffective but also astonishingly callous Their response was in essence 'It's your fault for trusting us with your belongings This isn't just poor customer service it's a complete disregard for basic human decency and responsibility British Airways had numerous opportunities to right their wrongs and chose not to If you have any respect for your time belongings and emotional wellbeing avoid British Airways at all costs They not only fail to deliver on promises but also refuse to make amends when they err leaving customers to bear the brunt of their incompetence',

' This is to express our displeasure and concerns regarding our flight to Italy Our trip was effectively ruined by the failure of our luggage to arrive with us coupled with the length of time it took for it to eventually reach us 9 and 12 days Our departure dates June 19 2023 Flight BA 294 Chicago to London June 20 rebooked by BA on BA 546 London to Rome All flights were late On arrival in Rome my wife was forced to walk to the checkin desk because our reservation for wheelchair assist from the plane was never transferred by BA She was told by the cabin crew that there was no reservation for her transport Also our checked baggage 2 failed to make the BA rebooked flight from London to Rome BA took 9 days to deliver my bag and 12 days to deliver my wife's I called BA Baggage Claim Services daily I was frequently cut off after waiting on hold for over an hour We had Apple Air tags in both bags and sent pictures showing their exact location to BA Baggage Claim several times After 5 days BA stated that they found my wife's bag but needed to verify ownership Both bags as described had bright pink 4" easily visible tags and bright pink bows Taking 9 and 12 days to deliver them is inexcusable Our return date July 3 BA 553 Rome to London BA 297 London to Chicago All flights were late We arrived in Chicago more than 3 hours late missing our ground transportation to our home in Michigan 3 hours away We had to find a hotel and stay overnight near Chicago On July 12 we filed our expenses for replacement of lost clothing and toiletries also for food purchased at Heathrow due to the flight delay and overnight hotel charges in Chicago After 2 weeks I went online asking for some followup on both cases but have had no response at all from BA We are retirees on fixed income and cannot fund BA's errors I can honestly say

that the times I was able to reach a human being they were all courteous and attempted to help but appeared at a loss

' I flew London to Malaga on 27 August in Club Europe We stood around at Gate B45 in Terminal 5 for over an hour with staff giving very different reasons for the delay late inbound aircraft etc but the plane we boarded had been sitting there for more than an hour After boarding the captain stated that because they had changed planes there would be no meals served This is Club Europe and we received one small packet of crisps throughout the flight No effort to apologise We smelt the hot meal for pilots being heated and then saw it being served to them on a Club Europe meal tray Cabin crew also had warmed pastries and were very quick to use an air freshener in the front galley while customers received zilch BA sent an email the following morning to say sorry nothing else What a complete and utter rip off by an airline that is already cutting back on so many things I paid a full Business class fare did not receive any part of the onboard meal service and they expect an email to be sufficient Avoid BA if you have any other option nowadays they are the worst in Europe',

' I arrived at the airport about 25 hours before takeoff to have more than about time to get checked in go through security etc All that went without any issues Being that I was relatively early at the gate I was one of the first passengers there After some time boarding had opened First the business class got called up then families with children and disabled people A couple minutes into the boarding they started to call up people one by one by name Then there was an announcement they won't let anyone in anymore Me and about fifty other people were still standing at the gate not being let in The reason they said was that the plane was short staffed Later I discovered speaking to a manager that not only the flight was short staffed but also it was overbooked After the announcement people were getting angry because they wouldn't be let in anymore Nothing changed and everyone was sent away I had a connecting flight later that day that I was going to miss because I was not let on the plane First I tried to get my luggage back which I didn't receive immediately but got a hold of later on thanks to the airport personnel Then just like everyone who was going to fly with the same plane I wanted to talk to someone from British Airways Since they don't have a service center at Frankfurt Airport everyone went to the checkin counters where we received food vouchers but not a single person was either able to rebook my or anyone's flight nor get anyone refunded All the staff said was that we were going to receive an email in

a couple hours with options to rebook the flight or get a refund I waited four hours for the email at the airport that did not come until today Trying to call the airline did not help either because they did not answer the phone or hung up in the middle of the conversation After the four hours of waiting for the email me and some other people from the same flight went back to the checkin counter to get a confirmation from them that I will receive a refund Being that there was a new shift the personell did not know what had happened When they scanned my passport and looked at the flight they found out that the system was dying that it was my fault I could not attend the flight It looked like I had missed it For everyone standing there with me it was exactly the same But the people at the counter said they could not do anything about it Later on we were able to speak to the manager after many phone calls he said they were going to take care of it We are supposed to get an email at some point in the future I was not able to get a written confirmation that I will get refunded even after several times asking for it I already flew a lot of times in my life but never ever has such a thing happened to me Not only that me and so many other people were not let into the plane but also the customer service being so horrible that they were not able to rebook or confirm a refund in any way In the end the only option for me to get to my destination would have been to book a last minute flight for a lot of money which I would not know if I ever got it backed',

' Filthy plane cabin staff ok appalling customer service staff who couldn't care less when dealing with a complaint Paid extra for club Europebusiness class Food was poor they gave you wipes to clean your seat area yourself and we were split up so they could accommodate families Not really what you expect when you pay for the extra service Will be cancelling our other bookings we have with BA even if that means we lose our deposit',

' \xa0 \xa0Chaos at Terminal 5 with BA cancellations and delays and staff give different reasons depending on who you ask 9 out 10 answers were lies Sadly BA airport standards at T5 are worse than ever and we are long past being able to use Covid as an excuse As a short haul club Europe trip I expect very little from BA any more and they barely even provide that with cutbacks during Covid that are now permanent If you can find an alternative carrier on the same route choose them rather than BA Sadly on my route BA have a monopoly\xa0',

' \xa0\xa0As always when I fly BA it was a total shambles I was booked Manchester London Madrid BA first leg and Iberia 2nd I try wherever possible to avoid BA however the M

Manchester London was late however I ran for my IB flight and got to B gates just as boarding started being Group 1 I went to board and the gate sounded an alarm BA had removed me from the IB flight to a BA flight 3 hours later As BA had reissued the ticket IB could not put me back on the flight so 3 hours wasted because of BA's total incompetence This airline is a total disgrace the crew were not nice typical BA crew oh im so fabulous I dont need to be nice to paying passengers club europe cramped and terrible food ',

' First time using BA business class but we were pleased with the service received No one was waiting at check in bag drop and through security in 2 minutes We used the lounge in the b gates area which we found quiet with plenty of food and drink on offer Boarding was quick and the cabin was on a 1x2x1 layout with 12 seats although there was a larger bc cabin behind that had about 30 seats Again food and drinks were plenty full and good quality Service from the cabin crew was excellent and the cabin manager Lauren even made up a birthday card when she found out it was my wife's special birthday Departed early and arrived at JFK early as well The only thing that I disliked was paying £117 each to select our seats and no free wifi',

'Not Extremely rude ground service We were nonrev flying and London was our connection layover Gate agent was extremely rude and forced me to check my carry on suitcase with the explanation that it was "oversized" However when I put it in the sizer it fit perfectly without force The plane was not fully booked and had lots of room overhead The gate agent was insistent and rushed us with no regard for the fact that we would have to redo security in order to get our bags again as we were switching airlines and needed to carry them on due to our nonrev status The flight itself was good attendants were polite and helpful No complains there Just extremely unhappy with the gate agent service I understand that it is not a pleasant job and frankly I would not be enjoyed to work there either but that does not explain why we had to be inconvenienced with no fair explanation or attention',

' My son and I flew to Geneva last Sunday for a skiing holiday in Les Arc The flight was cancelled moments prior to boarding and we were transferred to a flight departing three and a half hours later that then got delayed by a further three hours They didnt load any food on to the plane and forgot to load the baggage for all the business class passengers who had been on the earlier flight Problems happen its a complex operation What is totally unacceptable is the service one receives when there is a problem The offshore call centres are unhelpful and obstructive wanting to fob off iss

ues by getting the customer to call special help lines that merely refer one to a webpage and then cut off The web pages are often unable to give information as they are not updated and often refuse to update your inputs at this time please try again later There is no access to people that are willing to help empowered to help or actually move a situation forwards in any way Weve been sitting in a hotel waiting for the bag to arrive for two and a half days unable to ski due to our entire wardrobes being in the cases The outdated luggage tracking system had the suitcase in Geneva 2 days ago where it sat with noone willing to step up and get it delivered What an incredibly heartless and incompetent company',

' For the price paid bought during a sale it was a decent experience although the club class business class seats offer no more legroom than economy class using shorthaul fleet on a 4 hour flight Fast track through security was not honoured The lounge at Istanbul airport was overcrowded as it is also open to the public who can pay for usage causing a long queue for entry which was badly organised Boarding was smooth cabin crew were friendly but their service was hit and miss Eg Some people got a "welcome" and some didn't Half of the cabin was automatically offered coffee after dinner but not the other half However drinks were replenished generously and regularly and the meal was good with a choice of three mains from the menu',

' Flight left on time and arrived over half an hour earlier than scheduled thanks to strong tail winds The flight was full but no catering had been loaded for economy passenger at Heathrow so for 3 and a half hours we only had a small bottle of water and a small packet of corn snacks Nothing at all available to even buy to eat Worse than a lowcost carrier experience in this sense One of the light panels overhead the seats towards the back of the plane was broken and loose and just hanging above the unfortunate passengers head for the whole flight poor maintenance of cabin I would choose another airline on this route in the future as one of their competitors offers full meal service on this route even in the economy cabin',

' Very Poor Business class product BA is not even close to the other airline leaders Which ever way they sell the seat on a 777 it is a 242 layout The cabin feels and is very cramped The food in business class is economy quality just served in a china dish However the price of course is at premier levels The only positive of the whole flight and return were the cabin crew who were fantastic I felt genuinely sorry for them having to try and flog such a poor product Would I fly BA business again only if there were no other options

and I had no choice',

'Not This review is for LHRSYDLHR BA015 and BA016 Business class had a 121 configuration on 777 giving space privacy and easy aisle access Seat reclines into comfortable flat bed Good quality pillow and duvet Privacy with sliding door Good storage space around the seat and charging point Flights on time no delays Gluten free meals were very poor in quality and presentation Warm processed meat between two bland slices of GF bread apparently is a business class breakfast On two sectors the main course no choice offered was bland fish which was served in a single small tray covered with foil in business class Condensation had formed as the dish was reheated probably from chilled so the offering was sitting in a weak watery liquid One crew member appeared genuinely apologetic as they meekly served one meal Do BA also serve the same GF offering in economy economy plus and first on a long haul flight My advice if GF take your own food or dine in the lounge if you are in the care of BA for 24 hours My travelling companion had very good regular meals or so they told me with a choice of main course on the same flights Crew gave the impression that they were doing a job covering the basics and rather than welcoming and engaging Usual hospitality industry waffle about service but little of substance delivered',

'Absolutely pathetic business class product BA is not even remotely competitive with other International airlines in the business class market With old outdated 8 across seating no I did not make a typing mistake you either have to climb across someone or someone has to climb across you to gain aisle access The crew must also hate this layout since they have to reach through little window openings to provide service to passengers in the 2 center seats BA like most other Europeanbased airlines does not have a factual IntraEuropean business class product even though they promote sell business class IntraEurope flights feature the same 33 seating throughout the aircraft the only difference being the middle seat is left empty in business class passengers get a meal drinks but this does not justify the higher cost BAs Transatlantic business class product is only slightly better because of the narrow 8 across seating The biggest surprise on both the LISLHR LHRIAH flights was that BA has in fact substantially improved their food quality Shocking Unfortunately it is served in the WORST business class configurations of ANY International airline I have flown The entertainment system small screens my laptop screen is twice the size is like an airline offering 2 decades ago The flight crew was pleasant perfunctory which is about the best one can expect from a BA crew BA will simply never match the qua

lity of carriers like Singapore Emirates Qatar Etihad EVA ANA Japan Air New Zealand Qantas or many others BA can compete with USbased airlines like Delta American United which are also not even in the same Universe in terms of a high quality business class product One of the biggest slaps in the face is that BA expects business class passengers to pay to select seats even though they have paid thousands of dollars to fly business class Several hundred US dollars for Transatlantic flights Only if you wait until 24 hours before flight time are you allowed to select a seat at no cost Certainly another BA Management decision that was made without a functioning brain',

'Not Overall not bad Staff look tired and overworked trying their best Weird seats I was in 21G going and 21D going home The buttons to press for the seat recline are so stiff I had to get help on both flights to get them to work There is another button also very stiff to bring the "leg rest" out This is an awkward thing which doesn't come up far enough to be of any use at all for your legs but just obstructs your feet really Again I had to get help to activate the very stiff buttons At one point the lady next to me was pressing the buttons for me while I tried to recline sit up or put the "leg rest" back We gave up and called the flight attendant who also had trouble BA please give this some maintenance Food only one out of three menu choices available by the time it got to me in Premium Ec It was pasta and was not too bad A Christmas Turkey Dinner was offered but why not load more if it is so popular that it is not available 10 minutes into the meal service "Breakfast" was an unidentified soggy pastry thing in a cardboard tube It was disgusting same offered on return journey A cold pastry and fruit would be so much nicer The tea and coffee was hot at least Overall I would say Air Canada provides a much superior Premium Ec service than BA I won't choose BA again',

'This was our first flight with British Airways in over 13 years and as usual I couldn't fault them As we were connecting we had little interaction with ground staff staff in the lounge were friendly and helpful Cabin crew on the flight were great very welcoming and friendly Our meals were delicious no shortage of drinks being offered The seats were economy seats with the middle row blocked off and some recline We arrived into Stockholm a little early through a snow shower which was a nice welcome back to Stockholm Bags checked in at JFK were delivered safely within 20 mins of arriving',

'I recently encountered a highly disappointing experience with British Airways specifically regarding their customer service After my initial flight leg was canceled I was rebo

oked with a connection at London Heathrow reduced to a mere 1 hour and 30 minutes Realizing the impracticality of this I promptly contacted British Airways within 10 minutes to request a more reasonable layover of 34 hours Shockingly the customer support representative flatly refused citing an inability to change my flight Despite explaining the logistical challenges of a short layover and a terminal change requiring additional security procedures I received no assistance To add to the frustration the representative inaccurately noted on my account that I was presented with multiple options during our conversation Moreover the use of military time format and the lack of initial options provided only exacerbated the communication issues Both phone and email support proved equally incompetent and I was informed that customer service is outsourced to India allegedly contributing to the subpar service This experience has left me not only struggling to rebook my flight but also with a strong resolve to avoid British Airways in the future The lack of assistance blameshifting and overall incompetence in customer service make it my worst experience yet I strongly advise others to steer clear of British Airways and their appalling customer service',

'Not Beware BA dont provide any refund due to a very serious medical reason My father was diagnosed with a severe heart defect a couple of weeks before his flight date and B A refused to give any refund as this was not a good enough reason We sent them a medical note from his doctor saying he is unfit to travel due to potential heart failure and needs to have heart surgery as soon as possible and the operator totally dismissed it They said only thing they can do is change the travel date within a year Heart surgery recovery takes months and its highly unlikely that he will be able to travel within the year meaning he would lose his ticket and money They said they cant do anything to help not even change the name on the ticket so someone else can use the tickets The most ridiculous thing Ive heard',

' Check in was chaotic and badly organised Even though there were two desks one for premium and one economy there ended up being just one queue in front of the premium check in even though most passengers in it were economy That meant that those travelling in club or with higher status had no separate queue to join Whilst I was waiting in line another passenger went up to query and we ended up forming a new line in front of the economy check in desk for premium passengers unnecessarily badly organised the staff in charge should be retrained Security at the airport was very quick and through to the lounge This is a generic airport lounge for all airlines and it is actually quite good overall Nice lay

out and seating options reasonable food and drink options and an outdoor terrace which is really nice Boarding was very well organised although quite slow to get everyone on board but the flight was probably only half full and we still departed early so I think they felt no rush and it actually made the boarding experience nicer and more relaxed On board the club Europe seats are fine by European business standards although as previously commented are really not very good overall the meal service was disappointing As is normal BA do not stock enough of the proper meal option when the options are so limited and varied in quality BA really should stock enough for everyone to have the good meal Sadly they had run out by the time they got to me so I had the option of vegetarian sausage or a salad I wanted a hot meal so went for the sausage and I can honestly say it was one of the most disgusting onboard meals I've ever had in any cabin class rolling some mush similar consistency to mashed potato into a sausage shape does not make it a sausage BA you need to improve the meal options make the vegetarian meal something you specifically have to request in advance and offer all passengers a choice of two decent meals then people will not be left with such a substandard alternative when their first choice runs out Whilst I hadn't planned on using it the on board WiFi was not functioning so was not available to use Overall though the flight was fairly comfortable and the cabin crew were very friendly and efficient I used avios to pay for the flight so it was obviously good value for money for me',

'Not All 4 of our flights were fine in terms of comfort punctuality and service I feel safe with BA and that is my main reason for booking with them even though I could travel with other airlines more directly On our return flight AT LLHR we skipped the evening meal preferring to sleep and we're looking forward to a hearty breakfast prior to arrival at LHR Sadly we were seriously disappointed To serve a chicken sausage in a wrap for a business class breakfast is just unacceptable Does BA actually pay experts to design these breakfasts Low point on an otherwise good trip',

'cNot I had hoped this would be a good review but unfortunately it won't be I flew business class from LHR to PDX on the BA nonstop It was a 787-8 series aircraft The flight attendant specifically mentioned it was eight years old as he recalled flying it when it was brand new The business class seats were abysmal My seat was at the window facing backwards With the divider down which had to be in that position for boarding taxi takeoff and landing I was literally just a few feet away from the person in the aisle seat who was facing forward We both couldn't help but stare at one another

ther It couldn't be avoided It was horrible The service was n't all that good either The flight attendant did a predinner drink When she came back to ask for my choice for dinner she said none of my selection were left I was a little upset as nothing else appealed to me She then came back later and said the other part of the aircraft had more of the meal selection I wanted I'm not sure why they didn't coordinate that to begin with I was NOT offered any wine or other drink with dinner The meal was put down in front of me and the flight attendant never came back other than to clear the tray Overall this flight was not very good I flew over on American and back on BA and paid 6000 roundtrip I'd fly American again My preferred carrier is United or Lufthansa I'll never fly BA again',

' I was going to fly to Frankfurt from Glasgow over London but the flight from London to Frankfurt was cancelled This meant I had to stay overnight in London where I have no accommodation etc As I was rebooked to a flight from London City airport which was more than 2h by train I had to get an uber and then take a hotel for £250 in total London prices I was reassured over the phone that I would get all the money back My flight from London city airport was then cancelled again and rebooked to London Heathrow but two days later I then cancelled that flight and rebooked a new one with Lufthansa as I urgently had to get to work and needed the money I never received the money back for the hotel compensation for cancelled flight 1 compensation for cancelled flight 2 the extra food I had to pay for the uber or the actual cost of the flight I was first transferred 3€ by British Airways They stopped replying to me and told me the issue was weather conditions although other nonBA flights were going I lost over £700 in total and never got compensated for the loss of a work day either It just really feels like they don't care about people Worst service airline ever',

'Much better experience this time around Flew CPT to LHR on a new A350 Checkin was efficient I used the Bidvest lounge at CPT as it is better than BAs lounge Boarding was speedy The new business class club suites are very good Slightly irritating to be directed to the wrong seat 1A instead of 1K which meant that after settling in the passenger in 1A showed up We arranged a seat switch Second time in a row it has happened Why cant BA staff memorise which side of the plane is which and get it right Captains announcement was short and on point Welcome drink was served at the correct temperature ie cold first time ever for me previously BA has always served the welcome champagne warm IFE system was good everything worked as it should Felt slightly cheap that business class passengers have to pay for wifi I did not bo

ther Cocktail was good The nuts came on a cheap plastic tray which was naff other airlines bring out something classier A female flight attendant came to take my order and I asked for Rooibas panacotta and the chicken breast She repeated back to me so you want a P and a C It was such a bizarre thing to say that I misheard I thought she said so you want beef and sea Confusion reigned until she explained to me she had a checklist of passenger orders and they abbreviate to first letters so she was saying P for panacotta and C for chicken But how bizarre to repeat back an order to a passenger in code Why not just say so to confirm panacotta to start and chicken as your main dish like every other restaurant airline does in the world The internal coding of food ordering is exactly that internal She even looked irritated at me that I did not understand her jargon first time The food when it came was excellent Much much better than recent flights I read somewhere that BA changed caterer If so it shows The panacotta was superb as was the chicken good restaurant quality The wine was OK to good but definitely not good to excellent I feel that while the food has got better in BA business class the wines have got worse Certainly compared to Air France which I have also flown recently The wine was brought out on time not after I finished eating as it was last time I flew BA business Cheese was also good and not teeth crackingly cold as last time I had a good nights sleep Plenty of snacks out if you wanted them and they did not run out Breakfast was excellent and the coffee was hot previously it has been lukewarm So all in all a vastly improved service offering The staff seemed rushed off their feet it would not hurt to have an extra flight attendant to look after so many business class seats Overall summary vastly improved passenger proposition It would be 10/10 but I deduct a point for showing me to the wrong seat and another point for the bizarre interaction with the female flight attendant who repeated my food order back to me using internal jargon codes',

'Once again a terrible business class experience with BA The flight was delayed by 45 hours The plane was very old with problems with at least 4 of the seats in business class not cleaned properly prior to departure Food was terrible as always with BA and only one choice available from advertised menu As a result of the delay we missed our connecting flight from Heathrow and instead of putting us on the next connection they chose the second last flight of the day which was also delayed by over an hour meaning we had an additional 4 hour delay whilst at Heathrow At no point were we advised about our compensation rights despite asking at check in and connections or provided any vouchers during the d

elays Having flown Etihad Qatar and Virgin business class e
quivalents over the last year it is clear to see how big th
e gulf now is between BA and its rivals ',

' BA A380s are showing their age hopefully they will updat
e the interiors soon because it was a let down especially w
hen the flight lasts 11 hours Cabin crew were good and help
ful Dinner was ok but the breakfast was grim On board enter
tainment was not the latest and seat back USB points didnt
work The only upside of BA is that it is only 1 of 2 airlin
es who fly this route directly and their pricing reflects t
his if youre prepared to lay over then there are better air
lines out there',

' \xa0 \xa0Credit to BA Flew to Singapore recently and a
lso back from Doha to London and both experiences were grea
t Service was fantastic as was the quality of the food ente
rtainment and was left feeling BA have got it together afte
r a few previous below average experiences You definitely n
otice the difference with the staff on BA Far more approach
able and outgoing compared to the cold and corporate middl
e eastern airline crews Nice one BA for 2 great flights',

' \xa0 \xa0The check in area for premium classes at Gatwi
ck is very nice and there was no queue when I arrived so I
was able to drop my bag very quickly Premium security at Ga
twick is fine The flight was delayed due to NATS issues but
the member of staff on arriving at the lounge let me know o
f this The lounge is nice and it's very comfortable There wa
s an excellent range of food and drinks All the drinks you
would expect Food wise there were sandwiches soup pasta sal
ads fruit Spanish stew as well as turkey and ham pies with
mashed potato roasted parsnips and carrots and gravy It was
all really good and particularly nice to see so many option
s Boarding was pretty slow although the gate crew did a goo
d job to keep it well organised and allow priority passenge
rs to board first As has been well documented the onboard e
xperience in terms of seat on ba Europe business is pretty
poor but in line with other European carriers sadly That be
ing said the seat is well padded and comfortable and the ad
justable headrest is quite good The on board catering was o
f excellent quality I was lucky to get my preferred option
of the roast turkey but several people sat near me weren't
as lucky I do understand that meal options may run out but
when the meal options are roast turkey with all the trimmin
gs vegetarian cottage pie or a chicken salad you really sho
uld be stocking enough for every passenger to get the prope
r meal Or failing that allow an order in advance service w
here you then only stock the meals that people want to eat
Whilst I fully support the desire to minimise waste both fo
od and cost people really should really be able to get the

ideal meal option Unfortunately one of the people affected reacted very badly to this and took it out on the cabin crew which is unacceptable they also lost a bit of perspective about just how serious a situation it actually was The cabin crew were very nice friendly and professional if a little slow but not to the point of detracting from the positive experience I had The ground service at Gran Canaria was pretty poor priority bags clearly meant nothing 95 of bags coming out were not priority mine came out about halfway through bag delivery and demonstrates poor delivery of service and not fulfilling on the service they promise to their customers Overall though it was a very nice flight and having paid for it using avios and £1 I cannot complain at all',

' The flight took off a little late due to Heathrow congestion but still landed on schedule Boarding was smooth and the onboard service was efficient A small snack was served for free with a bottle of water additional items were available for purchase The cabin and toilets were very clean Overall an unremarkable flight but in a good way',

'BA is great in the air But they sell you connections thru London Heathrow Terminal 5 their private BAonly terminal which you are practically not able to make 90 minutes stopover time European flight inbound transatlantic flight outbound you arrive at the terminal gate ON TIME and book security Endless line slow process Your boarding starts and you are nowhere near the X ray and then it is a train ride withing the same terminal but different distant buildings Almost impossible to make Lots of stress',

' I had broken my leg 2 days before our return flight from Lisbon to London I called to get some assistance from British Airways hoping for wheelchair assistance an easier seat to get to or possibly an upgrade so that I could stretch out my broken leg which was in a cast This airline failed on all fronts Quoted us a price of €6000 each I was traveling with my husband which we could not do Almost didnt let me on the plane trying to interpret my medical report They did not attempt to change our seats which were near the back The single concession they made was to allow me to board 1st but did not offer a wheelchair so I had to swing myself down the aisle to my seat using the arm rests of all 21 rows before my seat as the aisles are not wide enough for crutches Might I add I am nearly 70 Had to exit same way No wheelchair waiting for me at Heathrow had to hop onto bus with crutches to change terminals and nearly took a tumble doing so Took so long to get a wheelchair that they had to hold my connecting flight on another airline for me and we were last to board That flight had allowed us to upgrade to business class for a reasonable price and took great care of me',

'Check in at MIA straightforward BA use American flagship lounge near gate D30 which is excellent Flight delayed but only by 1 hours Boarding chaotic On board staff were fine Seat was fine too but product ageing Post take off service prompt Slept for 6 hours I noticed that in club world BA have ditched rose champagne which is a shame Pre arrival breakfast was ok Slow to deplane Luggage off ok',

' \xa0 \xa0Never I saw such a terrible customer experience The plane landed already 30 minutes late despite any operational delays the boarding took over 1 hour because the crew did not know where to place the luggages After this long 1 hour boarding process the captain did not apologise This is extremely frustrating when this occurs on a night flight forcing passengers to lose train connections to home',

' Having not flown with BA for a few years I read some of the reviews in preparation needless to say I boarded this flight with low expectations I was pleasantly surprised as the flight was ok We left LHR a few minutes early and arrived at JNB ahead of schedule Cabin crew although not as good as some carriers were attentive and professional Onboard catering was a disappointment as if you were unlucky to miss out on the chicken you were given a very sloppy pasta On board entertainment has never been BAs strong point and sadly that hasn't changed Unfortunately BA is not the prestigious carrier it once was but it's not as bad from my experience as some reviews suggest',

'Dear Community I feel compelled to share the utter frustration and disappointment that defined my recent travel experience with British Airways Buckle up folks this one's a rollercoaster On July 16 and 17 2023 I had the displeasure of flying with British Airways on BA709 and BA7 and let me tell you it was a nightmare The initial flight from Zurich ZRH to London LHR on BA709 faced a seemingly unavoidable one hour delay upon arrival at LHR This of course resulted in me missing my connection to Tokyo triggering an automatic rescheduling of my flight to Tokyo HND via Beijing with Air China Oh but the fun didn't stop there – flight CA183 was also delayed turning my 16 hour delay into a grand total of 23 hours finally arriving in Tokyo at 2300 instead of the promised 710 And the cherry on top My four checked-in suitcases decided to take a detour and didn't join me in Tokyo forcing me to waste an additional two hours filling out forms at the baggage center I finally got my lost luggage back on July 23 because why make it easy right But wait there's more My return flight from Tokyo to Zurich BA8 on August 8 also danced to the delay tune making me question if punctuality is just a myth for British Airways The cumulative impact of these delays torpedoed my vacation plans stealing a whole day of s

cheduled activities including a guided Tokyo tour As if that werent enough I had to dig deeper into my pockets for unforeseen expenses—extra airport transfers tour operator assistance fees emergency purchases airport meals and international calls for rearrangements The lack of assistance at LHR airport was the icing on this bitter cake Installing the BA app just to get basic information about alternative connection flights was a hassle and the fact that no BA clerk could provide this info in person was downright infuriating British Airways youve left me with a sour taste in my mouth and a dent in my wallet Heres hoping you take this feedback seriously and step up your game because right now its not a good look Frustrated and fed up Bert',

' Quick bag drop at First Wing but too many passengers so had to use fast track security in main terminal Direct entry to Concorde room outside security south Ate excellent breakfast which was served promptly Concorde room is a nice place to wait for a flight there is some interesting memorabilia and an excellent bar Boarding from c gates was disorganised and slow On board cabin crew excellent Good choice of beverages and these were of high quality Food was good Seat comfortable No first bedding provided On time arrival into Miami Baggage took 1 hour to arrive',

' 4 Hours before takeoff we received a Mail stating a cryptic message that there are disruptions to be expected as there is a limit on how many planes can leave at the same time So did the capacity of the Heathrow Airport really hit British Airways by surprise 4h before departure Anyhow we took the one hour delay so what but then we have been forced to check in our Hand luggage I travel only with hand luggage to avoid waiting for the ultra slow processing of the checked in luggage Overall 2h later at home than planned with really no reason just due to incompetent people Service level far worse than Ryanair and triple the price Really never again Thanks for nothing',

' I recently had a delay on British Airways from BRU to LHR that was due to staff shortages They announced that there was a 2 hour holding delay but they would board us immediately in hopes of clearing the gate and leaving early We had to wait the full 2 hours inside the airplane The plane was old dirty had no power at the seats The staff provided a small bag of pretzels and 250ml of water to the passengers for 2 hour delay and 2 hour flight There were no options to purchase food or drink There were no entertainment options available I am a OneWorld emerald elite member but they do not upgrade members based on status First class lounges at Heathrow are overcrowded understaffed and poorly equipped The help desk is completely unhelpful when an error arises wi

th delays and cancellations even when having the top status The Avios points system has been devalued to near worthlessness and requires fees to book reward that nearly equal the price of the revenue ticket British has lost its way in recent years and has moved from a worldclass airline to a budget airline with much worse service and timeliness than Ryanair or EasyJet',

'Not Boarded on time but it took ages to get to the runway due to congestion Flight was smooth and quick Snack and drinks were good for a short flight Landed only about ten minutes late One bag of three left in London forms quickly filled in and the bag was delivered the next morning',

' 5 days before the flight we were advised by BA that it had been cancelled and asked us to rebook There were flights 1 hour before and 1 hour after our original flight but they made us take one 3 hours earlier Our original ticket and the return flight a week later included a checked bag When we arrive at Heathrow to check in we are told our ticket doesn't include a bag and we will have to pay 75 pounds each to take them We explained that the original ticket had the bags and when they checked the system they confirmed that it did but not this one They would make no effort to sort it out and just told us to pay up or they would remove us from the flight So we had no choice but to pay up thinking it should be pretty easy to get a refund 15 months and 10 emails later we have still not seen a penny Every time I ask where my refund is and state how long we have been waiting I get an inane email saying some departments take longer than others to respond Absolutely hopeless airline to stuff up the booking in the first place and even worse customer service to not even attempt to solve the problem at check in even when they could see the mistake THEY had made in their system compounded by being unable to investigate a very simple claim and refund me 150 pounds in 15 months',

'Not \r\nWe traveled to Lisbon for our dream vacation a cruise to Portugal and Spain Our friends did not EVER get their luggage It was a two week cruise Two weeks without a change of clothes or her CPAP machine Contacting customer service was a nightmare We never talked to a real person Very little effort was put into getting them their bags In one port we were on the ship and the bags were at the airport The airlines did not deliver the bags nor did they tell our friends that they needed to go get them The airline couldn't be bothered to take the bags from the airport to the ship BA says it is their policy to get you your bags within 72 hours That is a joke It's been over two weeks and they still don't have them They are back home in the US and last they heard the bags were in Lisbon If you have a choice do not

fly British Airways Customer Service is non existent',

' Booked a flight from Bucharest to Manchester with a 2h 45' layover at Heathrow Flight was delayed from Bucharest because of ATC strike Arrived at Heathrow 40 minutes later than scheduled and still had enough time to catch my connecting flight Unfortunately we were stranded in the plane and waited a very long time to disembark the plane due to lack of staff or slot shortage it's a common problem with BA at Heathrow I missed my connecting flight because of their delays and they told me I had to wait all night in a freezing airport for the first flight the next day There was just a shameful 10£ food voucher which is a joke considering the ridiculous prices at LHR No accommodation offered and had to sleep in a very cold airport I asked for compensation and they sent me a long text with the same lame excuses that they are sorry but they will not compensate anything I can't imagine a worst airline than BA regarding customer care It is not about money here but rather than the way they treat customers It is the last time in my lifetime that I will be flying this joke of an airline',

' Booked online months ago and the only hitch was replacement aircraft meaning chosen seats were different I was informed of this prior to departure so could amend Bag drop at MAN T3 wasn't smooth but I suspect that was MAN fault Shuttle boarding was slow and delayed meaning a rush at LHR T5 The flight to CPT was full but we left more or less on time The cabin was clean and PE was what we expected sufficient leg and arm room plus a few little perks with drinks Only complaint is the seats actually recline too far Staff were very good during the first few hours of service especially George Food was quite tasty but one option wasn't loaded Breakfast was also quite tasty and we landed on time The fly in the ointment is both our cases arrived late on the carousel and only later did we notice both had been broken into likely at CPT All in all a pleasant surprise',

' The flight was on time The crew were polite It was the same story on my outward flight I find that BA in Europe is generally pretty good though I regret that they have substituted Prosecco for Champagne on the list of drinks you can buy in economy So many complaints about BA and other airlines revolve around lost luggage that I never check in bags even for long trips',

'Not Angry disappointed and unsatisfied My route was from London to Atlanta My suitcase was not boarded therefore not landed with me For both comfort and safety reason a bag always fly with its passenger and that did not happen Claims and few phone calls were made by desk assistants who answered my questions unprofessionally and miserably Certainly

I was left with nothing but my backpack which contained not more than few snacks Neither clothes nor anything else was ever provided as an apology Meanwhile I was also told that my bag would have been delivered through the next 24 hours which also did not happen British Airways is a great airline to fly with but its organization when it comes to customer service is poor and uncertain Still waiting for my bag',

' As an infrequent flyer British Airways was always my first choice With some reassurance and comfort of service quality luggage allowance etc In fact I've never flown with the budget airlines My most recent flight has now changed my view and causes me to reflect on what am I actually getting for my money and is BA what they once were While the flights were around an hour delayed both ways the cabin and ground staff service were ok It is the facilities or lack of that I am most disappointed by The flight was Approx 4 and a half hours and the only thing offered was a half cup of water that was poured out and a bite sized banana slice of cake In fact on my return journey I wasn't even offered the water To top it off BA no longer have a media screen from which you can select something to pass the time away There wasn't even the obligatory flight journey The WiFi was poor I couldn't even access the shop However for a fee so much more was available This explains BAs record profit of £152bn So the question is what am I paying for I will now for sure opt for the budget airlines They are transparent with what they offer and what you have to pay for which I can decide to choose or not As BA now stands for Basic Airways I'll go elsewhere and get basic for cheaper',

'Not A totally unremarkable flight on time as comfortable as European configuration goes No catering due to the storm effect greatly exaggerated This was advised by email and a euro 15 was provided not easy to use but lounge made up for this loss',

' 1 Ground crew in Heathrow left 60 passengers luggage We had 3 bags 2 The Heathrow ground crew left 1 of ours behind after the 1st two were received the next day 3 The Heathrow ground crew lost our 3rd bag 4 times and we were on the phone with them for over 3 hrs over the course of the week 4 Due to this we had to spend 500 on health and beauty items for my wife on our cruise 5 British Airways said they MIGHT reimburse after 3 months 6 We had to spend 100 in cab fare to Barcelona because the Barcelona ground crew Iberia claimed they had delivered it to us 7 Heathrow ground crew made us 15 minutes late arriving back into Heathrow after our cruise We actually landed 10 minutes early but those incompetent people still were not ready for us 8 The Heathrow ground crew caused us to leave 45 minutes late even though ALL pas

sengers were boarded and ready 15 minutes before the departure time This will probably mean we will miss our connection in Anchorage BA clearly does not care or know how to operate a ground baseshameful BA is a joke and should be embarrassed they cant operate like a normal airline They do not grasp the concept that even a small hiccup can cause mass ripples of chaos to other people',

' London Heathrow to Gibraltar on 24th October 2023 I shall start by reference to the booking process I used the BA website to reserve the seat and food the website to be easy to use and clear in every aspect The flight was due to depart from terminal 3 but the passengers were bussed for a good 15 minutes to a different part of the airport where the aircraft was on a stand When boarding the flight the cabin crew kept a very low profile and this was maintained during the entire flight The captain made 3 brief announcements during the flight There was no inflight entertainment The seats were clean and comfortable enough for a short flight The lack of catering was overt Other than a tiny bottle of water and an inedible "breakfast bar" one had to use an online system to order even a drink and of course pay for it too The passengers next to me could not use the online system as it does not seem to work and the cabin refused to sell them a coffee because of this fault Moreover the USB charge points did not work either Given the early hour of the flight it is a poor show that there are not even for sale items available from a trolley service The system BA have in place is not good enough The flight arrived ontime The disembarkation was inefficient though and poorly managed and the crew were not to be seen The crew were wearing the new BA uniform and it seems to reflect a downward trend of the airline To be candid there was any difference between this BA service and that of so-called "budget" rivals On this route BA have a monopoly and so I did not have an option to use the services of a different company',

'First time flying British Airways and I would not hesitate to fly economy with them again Flight attendants were pleasant and efficient Excellent special meal low sodium Comfortable space in economy One of my better flights',

'Not I flew London to Cairo and return in October 2023 It was basically a perfectly good pair of flights in Economy with pleasant and professional cabin crew especially on the return journey Being only 173 m tall I have no problem with legroom in the back of the plane the seat was OK if getting a little numbing after 5 hours and the return of a rather good included snack box and drinks was welcome However it must be said that the value for money was poor with a checked bag on the return leg only this was a nearly £700 ticket

ket And although I am content to pass the time by reading or sleeping it was surprising to find no inflight entertainment on 5hour flights However overall I would still recommend BA and would do so even more enthusiastically if it was more sensibly priced',

'Not Absolutely the worst experience ever Flew into Heathrow no problem Waited for 5 hours three extra hours for our connection to Porto then they cancelled the flight Scrambled for a hotel and a new flight the next day They routed us through Madrid the next morning That flight was 15 hours late so we missed our connection to Porto Because we missed the connection their fault they cancelled our return flights After two hours on the phone with customer service from the Madrid airport they booked us a new return flight then they made us pay 1300 to fly from Madrid to Porto Then for no reason they cancelled our return flight again After hours and hours and hours with customer service we finally got a return flight five days after our original return flight Meanwhile they lost my wife's luggage We finally got 15 DAYS after they lost it Return flight More problems with our reservations At no point was British Airways helpful They left the onus on us to fix their mistakes at every turn They completely ruined a three week vacation and they don't care They wouldn't even let us speak to a supervisor or manager Awful bordering on passenger abuse',

'Not \xa0 \xa0Flew back from Malta after scattering our sons' ashes at his favourite spots When we boarded the aircraft for our return flight my wife became upset A member of the cabin crew noticed this and immediately spoke to my wife and tried to reassure her Her name is Tracey an exceptional crew member I noticed she spoke to other travellers in a courteous manner and was friendly Each time she passed my wife she asked how she was and would she like anything This kindness made a difficult time easier for us both Aircraft seats were comfortable and service good for a 2hrs 45mins flight Thank you BA',

'Not Cabin luggage had to go to cargo even when I said I carried medicines There was no time to get them out the hand luggage The economy seats with Virgin Atlantic KLM and even Ryanair have more space Luckily it was a short flight',

' I have been using BA for a while now and on average I cannot say that I am pretty satisfied BA somehow experiences cancellations and delays most of the time Second the inflight service is usually weak Food portions are small and cabin crew is not very helpful especially when it comes to drink requests The screens in the A380s should be renewed as they are full of scratches and same size as A321s Especially in longer flights the entertainment system becomes more important

ant There is also no welcome package except for pillow and small blanket I would expect more from BA If you are flying from the US to anywhere except the UK I would recommend considering other airlines But if you are flying to/from UK directly then BA could be one of your choices',

' I flew from Istanbul to London in Business class For more than half of the flight a child was watching an iPad very loud with no phones plugged in it was three rows in front of me and disrupted my flight as I could hear it above my headphones Staff thought this was fine and refused to tell the mom to turn it down Why is this acceptable on a flight especially in business class Has this airline turned into a zoo Are staff given no training in customer service Why is a child allowed to disrupt other passengers When I told the staff she just laughed at me BA customer service is a disgrace Ive not even mentioned the food but it was bad really bad',

'Not I have flown on BA several times since the airline started nonstop service between Austin TX and London Heathrow Every year the service gets worse I brought a tape measure with me to see how far apart the seats are in the economy section 25½ inches BA has removed bathrooms in order to squeeze a few more rows of seats onto the aircraft Thankfully Im not a big person and was able to squeeze into my seat without being too uncomfortable When BA first started flying out of Austin the food was great Now when I arrive at Heathrow I get real food and take it on the plane with me I dont know where or who makes BAs food but it is not eatable If BA did not have a direct flight from my hometown to London I would fly with a different airline When we checked into Heathrow the line was extremely long and only one person was checking people in It took nearly an hour to get to the counter I understand airlines are making record profits and need to make up lost revenue from the pandemic but I think BA has gone too far and has little concern for customer service in pursuit of profits',

' The flight departed over an hour late due to a late inbound plane The plane was very full and half of the economy class passengers were forced to check in their larger cabin baggage at the gate when boarding making a complete mockery of the hand luggage allowance advertised Lots of passengers on board were stressed out about missing onwards connections due to the delays and some did miss them as their next gates had closed by the time we disembarked at Heathrow Onboard service was ok but minimal BA gave up being a full service airline some time ago More concerning is that trying to get hold of customer services to make changes to bookings and deal with problems was nonexistent The airline se

ems to make it deliberately hard for its customers to contact it',

' I hate British Airways We get to London on Oct 3 and our next flight is cancelled We stand in line with 1200 other people to get it fixed and they tell everyone to leave the airport and call them to fix They book us the next day via online Dont offer vouchers for hotel we will miss our tour Now trying to get home from Istanbul Plane is here but should have started loading an hour ago No explanations May miss next flight Will never travel with them again Was this same problem April 2022 flight',

' \xa0 \xa0Our BA flight from Porto to London Heathrow T5 was operated by Finnair using a Finnair plane and crew This had been advised by BA shortly after booking with the option to change flights if we preferred Although the business class cabin was of a similar layout to BA Club Europe ie with the middle seat kept free my wife and I felt the seats were more comfortable and the legroom slightly better Service was good on board and the meal was very tasty we chose the beef cheeks All was good until we landed at Heathrow Although we passed through passport control without delay once we were at the designated baggage reclaim we just waited and waited After an hour and ten minutes I went to the BA baggage counter to ask what was going on They seemed unaware of an issue but said they would find out Over the next hour or so various other passengers also requested information and despite various announcements and a list of different excuses it was almost 2½ hours before the bags finally arrived Frustrating to say the least I subsequently complained to BA but after 4 weeks there has been no explanation just the automated message from customer services 'we are experiencing exceptionally high volumes' This response says a lot',

'The customer services call centres etc are atrocious and sometimes callous They just don't care Long waits to speak to anybody who then have no power to actually solve anything and the calls just cut halfway without resolution anyway If the flights are cancelled as were my original ones you're really left on your own and nobody cares The onboard services are so-so but for short haul it's now "semilow cost" which is confusing as you never know what to expect This time we were given a bottle of water and a very small snack whilst anything else had to be paid for And yet on some other flights apparently you have to preorder any additional food It's confusing which makes it not dependable Cabin baggage is in theory generous compared to competitors in economy but then they asked more than half the passengers on this flight to check in the cabin baggage at the gate due to lack of space in the overhead cabins leading to long boarding del

ays Their whole offering hasn't been thought through very well The USB power supply did not work throughout the flight contrary to the announcement that the power be available after the seatbelt sign was turned off so it was pointless providing the sockets in the first place Not my first choice airline on this route and am just trying to use up most of my Avios points before I totally abandon them I fail to see how it is deemed a 4 star airline',

' I am a frequent flyer with BA and have been for the last 15 years Having noted the ratings given frankly I cannot understand how BA scores three stars for most aspects of its service In a nutshell BA has placed profit margins over passenger appreciation This fact was hammered home on my return leg which was not in Club Europe Quite alarmingly BA appears to place profit over passenger safety by extending its Business Class seating up to and beyond emergency exit rows and then failing to ensure those seated in exit rows have the physical capacity to actually open the door in case of an emergency I was not at all reassured to see an elderly and slightly built woman seated with the responsibility of opening the overwing exit should the need have arisen Shorthaul business Club Europe is simply a joke and only useful for gaining valuable tier points for lounge/preboarding benefits While cabin crew service is excellent the lack of space and reduction in refreshment choices etc places them a million airmiles behind competing airlines such as Qatar Turkish or Emirates who understand the true definition of customer appreciation and hospitality BA has consistently eroded the value of their Executive Club and seems to be of the impression that recent changes in obtaining avios points during the booking process benefit passengers really I want to support BA and did enjoy flying with them up to the point when they started penny pinching and became more deserving of the name Budget Airways The attached photos taken during my most recent itinerary highlight the difference in customer care/appreciation between British Airways and another airline used in this trip Both flights were around 4 hours in duration on the same day Guess which one is shows BA's in-flight offering',

'Not Flew with BA to Punta Cana Took the trouble to reserve seats for both outbound and inbound flights On boarding at Gatwick realised we had been moved to much less good seats with other people sitting in the seats we had spent a lot of money reserving Apparently there has been a change of aircraft and a number of passengers had been automatically reallocated seats for no particular reason The crew said there was nothing they could do although of course they could just have swapped us with the couple using our seats We

were told to claim a refund on return home We did this via a complaint form Ns BA offered us £100 in vouchers We didnt accept this as it was less than the cost of the seats and also naturally we wanted our money back We eventually got it but not without a fight Very second rate shoddy airline',

' They downgraded me from business to premium economy The y took three months to get back to me and offered me 200 pounds or 400 AUD The difference between business class and premium economy which I never fly is 3000 AUD and the difference between economy and business is 6500 AUD They owe me at least 1500 pounds and to be very fair 3250 pounds The downgrade was insulting and incredibly painful as I had a recent cancer operation and have a back injury which I have pointed out to them I need to lie down The wait for them to get around to me has been numbing The insult of their offer has been the slap in the face to continue my degradation The people I have dealt with at the airport have been down to earth honest hard working people The actual staff on the plane were warm and friendly and helpful The systems under which BA operates are some sort of medieval torture',

' The already delayed aircraft landed and apart from the small BA logo on the rear of the fuselage there was no indication as to whom the carrier really was Boarding turned in to a farce with passenger groups being told to wait in one queue in order to board only to be informed we were on the wrong place and our boarding wasn't allowed yet The interior cabin was reminiscent of a BA cabin from twenty years earlier except the tight legroom and uncomfortable seating which made a budget airline feel luxurious The crew were not BA but from an unknown charter company Service was slow and as usual choices of food to purchase ran out before they'd reached row 24 I requested a cup of tea which never appeared Thank goodness for my airport purchased water and the tiny offering of pretzels The over officious senior flight attendant who'd been facilitating in Club Europe appeared in economy and immediately slammed down the armrests whilst still in mid flight making an already uncomfortable journey feel worse Cattle class was definitely that To say I was happy to land and disembark was an understatement Never again BA never again',

' Caught up in the Gatwick cancellation fiasco at some point between what was smooth check in unable to do online as part of group travel and security the flight was cancelled we were denied entry to security and departures as a result It was at this point that we discovered BA Gatwick are not BA but a masquerade who are unable to help and provide very little assistance unless the real BA provide information and even though our baggage was now airside d

idnt have a clue as to how we could get it back It is however with thanks to a supervisor from Business Class check in who came to our assistance and help with our predicament baggage retrieval information on what to claim and how and our revised BA flight from LHR the following evening Difficult to give a rating for cabin service as we didnt even board the aircraft',

' \xa0 \xa0BA has a real problem with boarding its flights Those who get on first fill the luggage bins with 2 bags one of which is supposed to be small and under seat only Cabin staff dont bother implementing their own rules Subsequent passengers mill up and down the aisle bumping into each other searching for space Boarding this flight took an hour as a result of this nonsense The incoming flight was late already so our 90 minute flight was 90 minutes late',

'Our connecting flight from London to Glasgow was canceled and we were forced to wait 12 hours in the airport for a new flight When we received our luggage at Glasgow we discovered that our luggage was soaking wet My wife's luggage contents were wet and had to be air dried',

' The worst airline I have ever flown with Allocated the very back row next to the toilets and galley No chance of getting any sleep question asked of possible seat movement ignored and getting bumped the entire time by cabin crew walking or pushing kart up and down aisle without one apology Would have been better sitting in the luggage compartment',

' Excellent service levels proactive crew and superb food and beverages I found all aspects of the service to be superior to BA business class even the new BA Club Suites First Class felt exclusive the dedicated crew were clearly used to working the premium cabin enjoying their work were proactive friendly very respectful and the food and beverage offering a considerable step up from business class The seat with sliding double doors was spacious well designed and very comfortable British Airways offered a solid First Class service from Concorde Lounge to boarding which was actually by group number for a change to the very warm and genuine welcome on boarding A consistent solid comfortable service from start to finish and if the price was right I would not hesitate to book First Class with British Airways again',

'Not Booked a very special holiday for me and my partner September arrived and we were on our way to lovely South of France Booked Business Class for us both to start the holiday right As we were checking I was told the flight was over booked and our seats wouldnt print onto the ticket for some reason We had already made sure the seats were booked when we had booked the flights nearly a year prior to going Unfortunately when we arrived at the gate we were then told

we would no longer be sat together and one of us would in fact have to go into economy My girlfriend is an extremely nervous flyer and so had to take extra tablets to remain calm She didnt have any food which we had pre booked also and she was sat right down the bottom end of the flight We were held at the gate with another 4 or 5 couples all in the same predicament all due to the lovely money grabbing British Airways over booking the flight They ended up refusing passengers in the end and even had people sat on the fold down chairs in the toilet area When we eventually arrived in France late we was waiting for our luggage to come Our airtags stated that both our cases was in fact still in Heathrow We then had to wait 4 days for them to eventually come into France by this point our holiday was ruined British Airways was absolutely shocking we couldnt speak to anyone as all the phone numbers were no longer in use We felt stranded in a foreign country with no clothes and no one to help use with what to do next Every day we watched them case not moved as we were tracking with air tags it was so frustrating not being able to plan our days in hope we would get the call to then drive all the way back to the air port 2 hours each way to collect our cases we ended up going out and buying new clothes toiletries and all the stuff to make the best of our ruined holiday saving all the receipts thinking we would be able to claim it all back how wrong I was British airways take zero responsibility and fob me off with going through my insurance British Airways only pay for basic essentials Pants and toothpaste I filed a complaint when I got back and requested my money back for business class and they havent even had the decency to even respond They are an absolute joke of a company and I wish they would remove British out of there name because there is nothing British about them Do not give them your money they cant even look after their staff let alone customers Oh and dont bother trying to cancel your flight either as they just take all of your money off you and give you nothing back',

'Not Just returned from Chicago flew out 10 days ago on American Airlines absolutely superb in every way had high expectations on return flight with BA\u2028What a disappointment\u2028The Airbus A380 may be nice from a pilots perspective but as a passenger it was awful\u2028Very uncomfortable seats the inflight entertainment and flight tracker failed to work throughout the flight the inflight meal was inedible and the service was mediocre at best Our short flight from Heathrow to Manchester was much improved very welcoming and attentive in flight staff and the flight even arrived early In future we will travel with one of the American carriers ',

' BA standards continue to decline every time I fly with them This time a 45 min late departure which seems the norm for BA and no information from the rude and clueless boarding gate staff The Club lounge was overcrowded dirty and grubby and cleaning staff could not cope How many more cutbacks is BA going to apply before they become truly low cost As a 35 year veteran user of BA while people complained of Alex Cruz cutting costs the past 3 years has seen them decline very quickly under their latest CEO One reads the occasional article about BA improving things but I have yet to see anything substantive There seem to be few British staff left amongst the cabin crew so maybe time for a name change and give the flag carrier status to a proper lowcost and sadly the staff service has declined year on year Onboard the catering remains poor and surprised that DoCo can produce such rubbish meals when I have sampled their Turkish Airlines equivalent in August that was superb guessing BA are too tight with their budget Onboard WiFi service is a joke and should be avoided',

'Not Awful Business class check in queue just as long as for economy probably because half of the desks were not staffed and Terminal 5 is chaotic Business lounge overfull couldnt get seats Delayed flight unmanaged chaos at the gate No drink on boarding first drink served an hour after takeoff The meal was poor used to get better in economy on other airlines British Airways has won the race to the bottom of the cheapskate stakes Not looking forward to the flight home',

' Not a reliable airline You cannot trust the timing at all I had a 645am flight boarding was on time but then we are sitting in the plane for already 15 hours and the expected departure is still not clear They have discovered the engine is not working I am risking to be late for a business meeting in Geneva How come they bring a not working plane to the gate The funny thing is that I had another business trip in spring 2023 also with BA to Amsterdam When I arrived to the Airport that time I was told I dont have a seat I was put on the next flight in several hours which should have get me to the business meeting late but still not too much A lot of stress In the end on the second plane we were sitting in the cabin for 15 hours and I have missed the meeting I thought it was a dramatic unlucky case that time but today I see its routine for BA not to fly on time',

' I take comfort in reading the last ten or so reviews to see Im not the only traveller to put in words how absolutely abysmal British Airways are The only reason we are stuck using this awful airline is to use up points We booked Club Europe months ago London to Athens sat in row 3 and told th

ey had run out of food options only choice was lentil pie o
r green curry Returning Athens to London Club Europe Couldn
t check in online as promised so arrived at the airport 3hr
s early To be told they had overbooked the flight and basic
ally we were being bumped to economy This airline fails to
deliver time and time again It is a national disgrace and I
implore everyone to choose an alternative ',

' The worst journey in my life The connection time at LHR
was only 1 hour but the flight from MXP was on delay I had
to rush to change terminal by train and arrived risking a h
eart attack After that the plane just stayed there for anot
her 40 minutes Despite that upon arrival at SJC my baggage
was lost I filled the form and gave to the employee I was n
ot given any receipt so I did not have any reference number
BA phone number at SJC simply never answer I called twice t
he toll free number and realized they did not record the de
livery address I had to enter myself online dealing with a
shitty website They delivered the baggage three days later
I claimed for compensation online as I had to buy clothes a
nd other stuff and I did never get a receipt I was expectin
g an upgrade for the flight back to MXP but nothing happene
d neither they allowed me to enter BA lounge at SJC Bad cus
tomer service The only positive side was price but obviousl
y this cannot justify this treatment and if I knew I would
never flown by BA Never again',

'The airplanes and the lounges are worn out old and broken
From Dallas to Heathrow multiple first class seating and el
ectronics were non functional and poorly designed The first
class seating from Heathrow to Dubrovnik was nothing more t
han a tray blocking the middle seat of a standard coach tic
ket Very disappointed',

'One of the worst experiences on the worst airline The fli
ght was delayed due to earlier technical issues The time sl
ipped from 1700 to 2000 to 2200 and finally cancelled There
was zero information given Despite paying well over the odd
s for business class we were booted out of the BA lounge tw
o hours before the flight When it was finally cancelled the
BA staff Without explanation told everyone to go to a gate
After another hour or so they made us re enter the UK via p
assport control a further 40 minute wait By now the airport
was closing and there was no sign of our bags or any help f
rom BA A passing Gatwick engineer finally helped us locate
the bags BA completely washed their hands of us and in cont
ravention of CAA rules refused to find us accommodation Man
y slept in a bus stop overnight There were people with youn
g children who couldn't find somewhere to stay and yet BA h
ad closed down and left The following day the replacement f
light was also late and due to an admin mistake had no cate

ring or liquids for a 2 12 hr flight Overall the service was shockingly bad the worst I have experienced from any airline I will not ever use them again',

' Cancelled our flight lastminute then moved us onto a flight 2 days later operated by Japan Airlines We had paid a lot extra for extra legroom seats as I am very tall and they assigned me a middle seat deep in the middle of the plane Because it was operated by a different airline but booked by BA neither BA nor the other airline could change my seat over the phone despite seats being available After 4 hours of waiting in queues and sitting on hold their solution was for me to arrive early at the airport I did but the seats had already been given away for free by people who had booked directly with that airline and could check in online I got a £10 meal voucher as compensation for this enormous downgrade on a 14 hour flight Never again will I fly BA I would rather fly indirect with better airlines than use this disgrace of an airline again',

'I had a flight from Miami Florida to Dublin Ireland via Londons Heathrow airport The outbound flight from Miami was delayed and we were further delayed when our gate was occupied when we arrived in Heathrow The total delay was roughly an hour but it was enough to make our connection a challenge where we had 73 minutes between original arrival time until the departure time to Dublin When we headed to our connection flight we were stopped by security personnel at a checkpoint and told us that the gate to our connection flight had already closed This was twenty minutes prior to departure time They ushered us to customer service to be rebooked Given the busy weekend of travel we were rebooked on a flight at a different airport and were told that our cost to get there would be reimbursed We then waited 3 hours for our luggage and then took a cab to Londons City Airport The cab fare was roughly 500 When I filed a claim with British Airways they refused the claim and told me that we had plenty of time to make our connecting flight and therefore they denied my claim to be reimbursed for the cab fare This is after I explained that it was British Airways employees who ushered us to rebook the flight despite the 20 minute timeframe to make the connecting flight The person who rebooked us told us it was policy that they close the gate 20 minutes prior to departure I will never fly this awful airline again Given the other feedback on this site it appears that that is the overwhelming sentiment',

' We started our day with BA in Prague The flight actually left on time I came to find out that's very unusual We purchased business class seats As you can see from the picture they hardly were business class All they did was block off

the middle seat in the first few rows and called it business class Horrible flight In addition I had a really rude rude check in clerk basically yell at me when I excused myself and asked if she could give a little bit of priority to the many business class passengers who weren't being served Then we got to Heathrow and the real fun began We had a 4 hour delay They gave us about 5 different excuses for the delay I had a few employees walk away while I was asking them questions They were very rude At one point there were no employees left And from the announcements it seems virtually every BA flight was delayed And there were no weather issues There was no place to comfortably store items in business class I've never experienced that before Not even a cup holder for my bottle of water The seat controls didn't work well You had to keep pushing the buttons to get them to do anything The power outlet didn't work There was no internet the entire flight The overhead luggage bin was too heavy I almost got a hernia having to close it This is a horrible airline I'll never fly with them again If I could give zero stars I would',

' I fly British Airways weekly not because I want to but because they own the route there's no other option therefore they frankly don't have to care about the customer The flights are always delayed and it's always someone else's fault be it weather delays to incoming aircraft or flight traffic control issues I've heard it all and for the life of me can not understand why they are allowed to operate I've been around the world and traveled with all of the world's airlines but British Airways are really the worst of the worst It's such a shame to have watched what used to be a good company fall down a cliff My advice is if you have an option to fly with anyone else then exercise the option but if you're flying with different connections and you have a tight schedule do not expect BA to get you to your destination in time',

'Not Everything was ok until our connecting flight in London just before take off we were on the runway the pilot came on to announce an engine problem After engineers tried to fix it while we waited on the plane for over an hour we were finally told that we would have to be evacuated and rebooked for another flight but not to worry because a special crew was waiting for us on the ground to help us and set us up in a hotel except that there was no one to help us In fact everyone refused to help us It was Saturday almost 8pm and they just wanted to go home Anyone with a connecting flight couldn't rebook on the application because the app wouldn't disassociate our first flight with the connecting one in London and the staff saw this but still refused to help u

s They gave us a phone number but there was only a message that said just to use the app Finally I got someone on the phone who rebooked us for the next day Now its 1030pm and I have to find a hotel room because the airline refused also to help us with that So i had 2 choices either sleep in the airport or pay over 700GBP for a room I dont have the money to pay for this but after a 10 hour flight 8 hours of jet lag and the insane stress after the fact that no one from British Airways would help us I took the room Of course I claimed reimbursement but that was over 3 weeks ago and I have nt heard anything since so I have no idea when or how much Ill be reimbursed even though Im not claiming any emotional compensation from the horrible situation they put me through due to their total indifference Its financially difficult for me right now because the money I had to put out is equal to half my salary and of course its impossible to reach them by phone I feel still as i did on August 26 2023 completely trapped by them and their indifference with no solution or information',

'Not My initial flight was cancelled 8 hours prior the flight Then I was automatically rescheduled for next day Next day the flight was delayed leaving Hamburg and missed my connecting flight to Las Vegas Me and several other passengers spent the night in London British Airways provided us with vouchers but the transfer bus dropped us at the wrong hotel closest to our hotel and told us that we can walk there if we want to As a result I lost two nights hotel reservations that I made in las Vegas I opened a claim and provided all receipts to British Airways to get refund of my hotel reservations but over 5 weeks now not a single feedback from British Airways I will avoid all flights with them in future and will share this story',

'Not We will never fly British Airways again Our flight on July 15 2023 from LHR to LAX was cancelled 20 hours before departure without any explanation Since 8 weeks we are now waiting for the refund and BA does not pay us the cost caused by the cancellation Very disappointing',

'Check in and security clearance very quick at LHR T5 My wife and I used the Galleries North lounge and at 600am it was easy to get a seat Good buffet breakfast options Flight boarded on time and flight departed on time I was seated in 4 A the Club Europe seats on the A320 seem to be getting smaller and legroom I am 6ft was very tight Cabin Crew service was fine I chose the full English breakfast it was ok but there was a lot of water in the bottom of the bowl Flight landed on time Overall an OK flight but Club Europe doesn't feel very premium these days',

'Not British Airways has confirmed itself as the worst

airline in the UK Last minute cancellation no explanation refusal to book with another airline "because we don't have an arrangement with them" What's happened to what used to be our national airline',

'Worst BA experience I was supposed to fly out to Italy on 7 September 2023 I arrived at OR Tambo International airport ready to check my bags in I already checked in online the previous evening so I had my boarding pass ready At the counter I was told that I had been offloaded from the flight as my connecting flight has been cancelled No information was sent regarding this beforehand The team at the check in counter tried to get me on another flight that evening but there were no flights available They did manage to get me another flight the following evening with Lufthansa to Italy via Frankfurt However I did miss the first part of my trip having arrived a day and a half later than I was supposed to Upon moving the flights I did ask the BA staff whether my flights back are still valid and that everything is in order which they assured me is correct I have to fly back to South Africa on 18 September and upon checking my booking information I noticed on my BA account that my first flight Milan to London is just missing from my booking My connecting from London to Johannesburg is still there After spending the entire morning on the customer helpline two different operators picked up and in both instances the moment I proceeded to give my booking reference number my call gets dropped Currently it seems like I will be arriving at the airport again on Monday without a flight',

' My daughter and I were denied boarding on our business class flight from Madrid to Heathrow in March 25 2023 the first leg on our return flight to Victoria Canada No reason was given for the denied boarding by the check in staff at the British Airways counter in Madrid who said they were only agents and told us to call British Airways We were three hours early for the flight and had valid passports After many tries we finally reached British Airways by phone but we were told to call Expedia which had booked the flights Expedia confirmed that we had been bumped from the flight with no explanation as to why Expedia then began a long process of finding alternative flights Over the next 24 hours we had numerous calls with both Expedia and British Airways Incr edibly the next available flights were 9 days later on April 3 This was almost unbelievable but after many many tries it was the best we could do Even though these were Business Class tickets Part of the problem was that apparently rules did not allow any changes to routing for any segment of the flight This nine day delay was a major problem for us I had to miss work and my daughter was missing school Further we

received no compensation from British Airways no penalty fee and not any reimbursement of our expenses for staying the nine extra days After our return I began the British Airways online complaint process and submitted all supporting documents I received an email reply and a case reference number And then nothing I sent numerous follow up emails and received no replies It is now months later and still I have not heard from British Airways This is shocking and definitely the worst airline service I have received for my thousands of flights over many decades I am a very patient person and this is the first time I have commented on this type of forum I think the public should be made aware of extremely poor customer service at British Airways',

'Despite boarding being the usual free for all at LHR with groups 13 being called to board all at once Whilst those passengers who had agreed to check in a bag in at the gate getting to board before anyone else However the service on board was impeccable Superb crew friendly attentive interacting with passengers and generally appearing to be enjoying their job Like BA in the old days and at its best Food choice and quality seems to have improved too no beef cheeks thankfully and even the Club kitchen appears to have returned Old style Club seating but is at least better and feels less cramped on the 787s',

'Not Flight cancelled no crew 9th September 2023 not peak holiday period so why such bad management by BA Sent to the gate left standing of over an hour and then flight cancelled As were other on that day Why does BA continue to provide such poor service a national disgrace',

'Not The worst service ever my baggage did not arrive on time Both my flights were delayed I will never fly them again Even the food was bad and your service',

' 44 flights we booked this holiday were delayed about 12 hours No wifi available on 2 of 4 flights Food and drinks very basic and expensive Cannot recommend',

' British Airways has a total lack of respect for its customers I was booked to fly from Frankfurt Main to London City Airport and just a couple of hours before the scheduled departure the flight was suddenly cancelled by BA without explanation when I was already at the airport The worst thing was the utter callousness that staff showed towards customers The ground staff's attitude was that they are merely third party agents not BA employees and therefore they quickly washed their hands of us all telling us we had to contact BA directly via phone if we wanted help They couldn't even provide us a phone number telling us to look it up on bacom So BA abandoned its passengers They did tell us that the BA departure to Heathrow had also been cancelled meaning there

would be no further BA flight from Frankfurt to London that day although other airlines were still operating the route but BA refused to rebook us on them The reason given for both cancellations was "technical reasons" No assistance or information was provided on our rights due to cancellation nor any information on help regarding food accommodation help etc Their attitude was literally that the cancellation had nothing to do with them and it was our problem not theirs I received an email an hour later notifying me that I had been automatically rebooked on an alternative flight 24 hours later which wasn't acceptable as I had to get back to London that night I rang BA's call centre and again they showed a high degree of callousness 95% of the halfhour call was spent with me waiting on hold with the phone just cutting off after half an hour and no meaningful information given to me by that point There was no attempt by the call operator to call me back when the line cut and I had a solid phone signal and wifi as I was still standing in Terminal 2 of Frankfurt Main airport even though my phone number is listed in my booking contact details They just don't care In the end I had to arrange my own return to London by taking a coach to Hanh airport which was 112km away waiting there for 5 hours and then booking an expensive last minute ticket with Ryanair to Stansted At least that flight operated on time and got me back to London BA is worse than a low cost carrier now',

'London Heathrow to Keflavik Iceland in Business Class on an A321 British Airways provides an unusual Business Class experience for intraEurope flights The seating is similar to most airlines middle seat vacant and little extra space but on British Airways the Business Class cabin extends to almost half the aircraft This makes it less than a premium experience at every step from boarding to onboard The WiFi worked for only half the flight and there are no refunds But when it worked it was surprisingly fast Service on this flight was very good and we got to Keflavik on time',

'Mumbai to London Heathrow in Business Class on an ageing B777200 This aircraft featured the older Club World flatbed seats They are comfortable there is enough storage space around the cubicle and the monitor screen is among the larger ones I've seen on airplanes BA's new Club Suites are said to be far superior competing with the best Bclass rivals The entire Business Class cabin had just 2 washrooms but it wasn't an issue on this flight since the premier section wasn't at full capacity There was WiFi on board fast enough to even send videos via messaging apps Service onboard was competent but the staff lacked warmth The food was alright and no more The biggest plus of this flight is that it gets out of

Bombay at 110 pm in the afternoon instead of the ungodly early morning hours most international flights take off from India The airport experience is far more pleasant at this time In summary British Airways provides a good but not spectacular Business Class product',

' Care and support shocking Written by a previously loyal BA traveller Lies and misleading unprofessional service Told that my flight was cancelled Booked on to next available flight in downgraded cabin from business to premium economy Called to ask why Told technical fault with my original flight My suspicion was another reason At airport check in staff said that not enough crew to staff original flight earlier in day Why take my money and allow me to book a flight which would have allowed me to get to work as a doctor in the first place How can you trust such an organisation to look after you as a flying customer',

' Flying A380 business class should be a pleasure but BA has made it a disaster with the worst seating and configuration imaginable How could any sane person could jam so many seats into a limited space and expect passengers to be happy Seats are narrower than economy on some airlines and you must face another person until a plastic screen is raised The Tv screens are the size of a medium sized tablet and the controls are behind your head in a sitting position There is no where to put anything except one small pull out drawer at ground level that can not be reached when seated nor accessed when sleeping The window seats and middle seats are accessed by having to jump over a passenger on an aisle seat and the seats are so low that they are hard for elderly to get out of The whole business class set up is a sick joke Eating is difficult because the seat is not close enough to the table and the tables are so flimsy that drinks can fall off Are there any redeeming features the answer is no If you like a little comfort avoid BA like the plague',

' British Airways absolutely does not care My reserved seat was change from an aisle to center seat for this overnight full flight and it was quite awful After enquiring at LAX check in the agent said sorry nothing we can do Onboard the flight the attendants seemed to try and finish the meal service at a racing speed with meals trays passed out with no proper questions about choice Then back and clearing trays and they disappeared to rest in the kitchen for hours after that No water runs if you need anything do not bother with the call bell as they simply ignore it I used to like travelling British Airways 1015 years ago but the bean counters have been in and lowered it close to a lowcost carrier I guess staff are badly paid from their terrible attitude and service My last trip to London was with Delta they are so mu

ch better than this very poor excuse of an airline that British Air has now become',

' My recent experience with British Airways was not just horrendous it was an utter abdication of responsibility on their part I arrived at JFK ready for my flight to Malaga only to find it had been cancelled with zero notice After a draining 2hour altercation I was finally placed on a different flight The nightmare continued when I landed in Malaga sans luggage containing essentials for my sons wedding Thirty agonizing hours later the bags showed up—but my brandnew iPad and a special watch for my nephew were missing The items werent merely valuable they had emotional significance which made the loss even more gutwrenching Youd think a reputable airline would make amends for such errors Despite the clear mishandling of my baggage by their team they refused to offer any reimbursement or even a modest amount of airline credit Their customer service was not only ineffective but also astonishingly callous Their response was in essence Its your fault for trusting us with your belongings This isnt just poor customer service its a complete disregard for basic human decency and responsibility British Airways had numerous opportunities to right their wrongs and chose not to If you have any respect for your time belongings and emotional wellbeing avoid British Airways at all costs They not only fail to deliver on promises but also refuse to make amends when they err leaving customers to bear the brunt of their incompetence',

' This is to express our displeasure and concerns regarding our flight to Italy Our trip was effectively ruined by the failure of our luggage to arrive with us coupled with the length of time it took for it to eventually reach us 9 and 12 days Our departure dates June 19 2023 Flight BA 294 Chicago to London June 20 rebooked by BA on BA 546 London to Rome All flights were late On arrival in Rome my wife was forced to walk to the checkin desk because our reservation for wheelchair assist from the plane was never transferred by BA She was told by the cabin crew that there was no reservation for her transport Also our checked baggage 2 failed to make the BA rebooked flight from London to Rome BA took 9 days to deliver my bag and 12 days to deliver my wifes I called BA Baggage Claim Services daily I was frequently cut off after waiting on hold for over an hour We had Apple Air tags in both bags and sent pictures showing their exact location to BA Baggage Claim several times After 5 days BA stated that they found my wifes bag but needed to verify ownership Both bags as described had bright pink 4" easily visible tags and bright pink bows Taking 9 and 12 days to deliver them is inexcusable Our return date July 3 BA 553 Rome to

London BA 297 London to Chicago All flights were late We arrived in Chicago more than 3 hours late missing our ground transportation to our home in Michigan 3 hours away We had to find a hotel and stay overnight near Chicago On July 12 we filed our expenses for replacement of lost clothing and toiletries also for food purchased at Heathrow due to the flight delay and overnight hotel charges in Chicago After 2 weeks I went online asking for some followup on both cases but have had no response at all from BA We are retirees on fixed income and cannot fund BA's errors I can honestly say that the times I was able to reach a human being they were all courteous and attempted to help but appeared at a loss

' I flew London to Malaga on 27 August in Club Europe We stood around at Gate B45 in Terminal 5 for over an hour with staff giving very different reasons for the delay late inbound aircraft etc but the plane we boarded had been sitting there for more than an hour After boarding the captain stated that because they had changed planes there would be no meals served This is Club Europe and we received one small packet of crisps throughout the flight No effort to apologise We smelt the hot meal for pilots being heated and then saw it being served to them on a Club Europe meal tray Cabin crew also had warmed pastries and were very quick to use an air freshener in the front galley while customers received zilch BA sent an email the following morning to say sorry nothing else What a complete and utter rip off by an airline that is already cutting back on so many things I paid a full Business class fare did not receive any part of the onboard meal service and they expect an email to be sufficient Avoid BA if you have any other option nowadays they are the worst in Europe',

' I arrived at the airport about 25 hours before takeoff to have more than about time to get checked in go through security etc All that went without any issues Being that I was relatively early at the gate I was one of the first passengers there After some time boarding had opened First the business class got called up then families with children and disabled people A couple minutes into the boarding they started to call up people one by one by name Then there was an announcement they won't let anyone in anymore Me and about fifty other people were still standing at the gate not being let in The reason they said was that the plane was short staffed Later I discovered speaking to a manager that not only the flight was short staffed but also it was overbooked After the announcement people were getting angry because they wouldn't be let in anymore Nothing changed and everyone was sent away I had a connecting flight later that day that

I was going to miss because I was not let on the plane First I tried to get my luggage back which I didn't receive immediately but got a hold of later on thanks to the airport personnel Then just like everyone who was going to fly with the same plane I wanted to talk to someone from British Airways Since they don't have a service center at Frankfurt Airport everyone went to the checkin counters where we received food vouchers but not a single person was either able to rebook my or anyone's flight nor get anyone refunded All the staff said was that we were going to receive an email in a couple hours with options to rebook the flight or get a refund I waited four hours for the email at the airport that did not come until today Trying to call the airline did not help either because they did not answer the phone or hung up in the middle of the conversation After the four hours of waiting for the email me and some other people from the same flight went back to the checkin counter to get a confirmation from them that I will receive a refund Being that there was a new shift the personell did not know what had happened When they scanned my passport and looked at the flight they found out that the system was dying that it was my fault I could not attend the flight It looked like I had missed it For everyone standing there with me it was exactly the same But the people at the counter said they could not do anything about it Later on we were able to speak to the manager after many phone calls he said they were going to take care of it We are supposed to get an email at some point in the future I was not able to get a written confirmation that I will get refunded even after several times asking for it I already flew a lot of times in my life but never ever has such a thing happened to me Not only that me and so many other people were not let into the plane but also the customer service being so horrible that they were not able to rebook or confirm a refund in any way In the end the only option for me to get to my destination would have been to book a last minute flight for a lot of money which I would not know if I ever got it backed',

' Filthy plane cabin staff ok appalling customer service staff who couldn't care less when dealing with a complaint Paid extra for club Europebusiness class Food was poor they gave you wipes to clean your seat area yourself and we were split up so they could accommodate families Not really what you expect when you pay for the extra service Will be cancelling our other bookings we have with BA even if that means we lose our deposit',

' \xa0 \xa0Chaos at Terminal 5 with BA cancellations and delays and staff give different reasons depending on who you ask 9 out 10 answers were lies Sadly BA airport standards

at T5 are worse than ever and we are long past being able to use Covid as an excuse As a short haul club Europe trip I expect very little from BA any more and they barely even provide that with cutbacks during Covid that are now permanent If you can find an alternative carrier on the same route choose them rather than BA Sadly on my route BA have a monopoly',
...]

```
In [1... df = pd.DataFrame()
df["review"] = review
df
```

```
Out[12]:
```

| | review |
|------|--|
| 0 | As always when I fly BA it was a total sha... |
| 1 | First time using BA business class but we wer... |
| 2 | Not Extremely rude ground service We were n... |
| 3 | My son and I flew to Geneva last Sunday for a... |
| 4 | For the price paid bought during a sale it wa... |
| ... | ... |
| 3695 | This is to express our displeasure and concer... |
| 3696 | I flew London to Malaga on 27 August in Club ... |
| 3697 | I arrived at the airport about 25 hours befor... |
| 3698 | Filthy plane cabin staff ok appalling custome... |
| 3699 | Chaos at Terminal 5 with BA cancellations... |

3700 rows x 1 columns

Exploratory data Analysis

WordCloud visualizing frequently used word

```
text_data = ' '.join(df['review'])
stopwords = set(STOPWORDS)
user_dir = os.path.expanduser('~')
image_path=path.join(user_dir,'Desktop','Python learning...')
custom_mask =np.array(Image.open(image_path))

wc = WordCloud(background_color='white',width=1000,
               height=600, max_words=100, mask=custom_mask,stopwords=stopwords)

wc.generate(text_data)
plt.figure(figsize=(10,8))
plt.imshow(wc, interpolation='bilinear')
plt.axis('off')
plt.show()
```



In [...

In [1...

```
review_text = ' '.join(df['review']).lower()

stopwords = set(STOPWORDS)
words_without_stopwords = [word for word in review_text.split() if word not in stopwords]
freq_words = pd.Series(words_without_stopwords).value_counts()

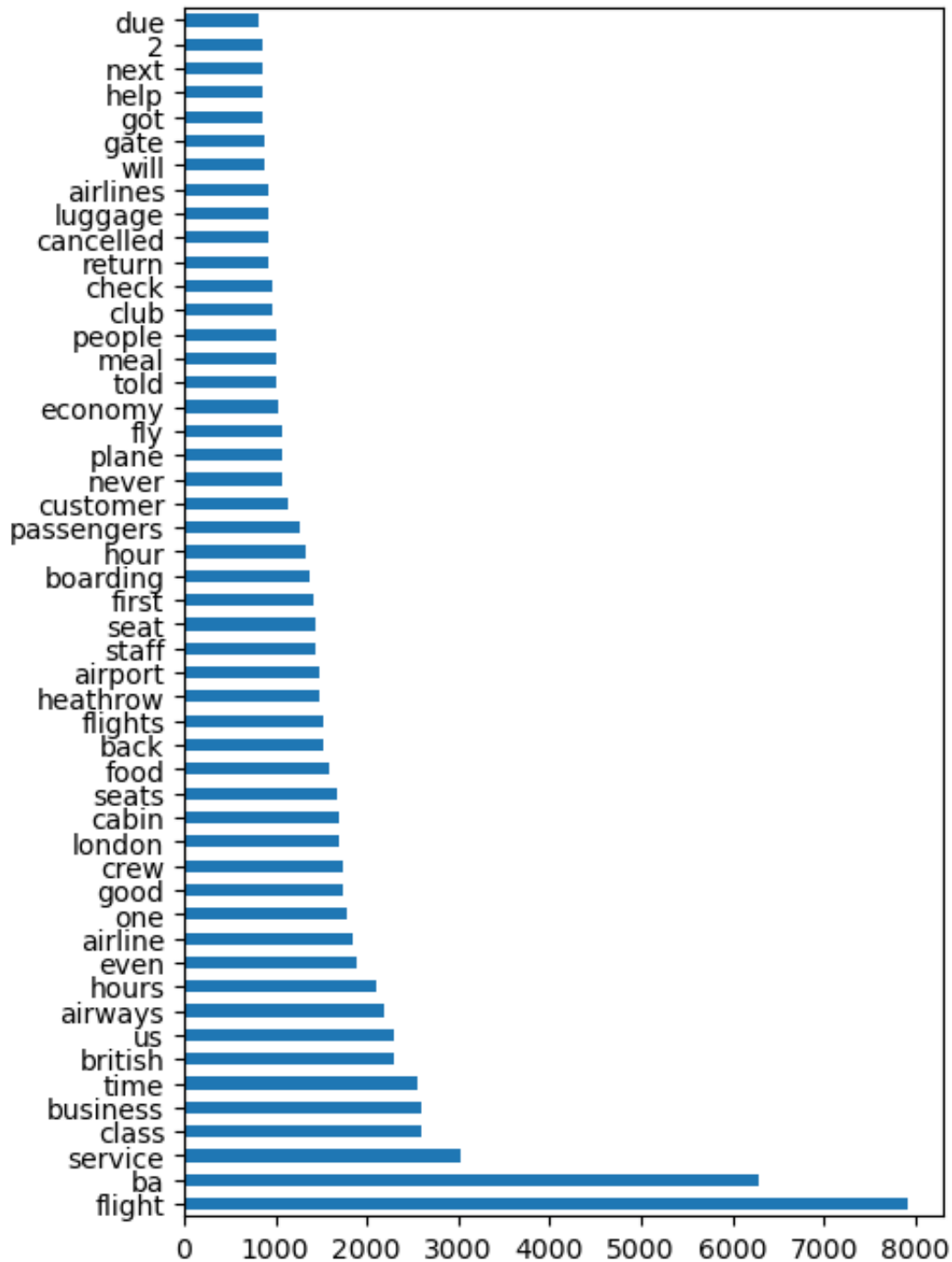
print(freq_words)
```

| | |
|------------|------|
| flight | 7918 |
| ba | 6290 |
| service | 3034 |
| class | 2590 |
| business | 2590 |
| time | 2553 |
| british | 2294 |
| us | 2294 |
| airways | 2183 |
| hours | 2109 |
| even | 1887 |
| airline | 1850 |
| one | 1776 |
| good | 1739 |
| crew | 1739 |
| london | 1702 |
| cabin | 1702 |
| seats | 1665 |
| food | 1591 |
| back | 1517 |
| flights | 1517 |
| heathrow | 1480 |
| airport | 1480 |
| staff | 1443 |
| seat | 1443 |
| first | 1406 |
| boarding | 1369 |
| hour | 1332 |
| passengers | 1258 |
| customer | 1147 |
| never | 1073 |
| plane | 1073 |
| fly | 1073 |
| economy | 1036 |
| told | 999 |

```
meal          999
people        999
club          962
check         962
return        925
cancelled     925
luggage       925
airlines      925
will          888
gate          888
got           851
help          851
next          851
2             851
due           814
Name: count, dtype: int64
```

In [1...

```
plt.figure(figsize=(5,8))
freq_words.plot.barh(x=freq_words[0], y=freq_words[1])
plt.show()
```



Engineering a sentimental feature for the Reviews

```
In [1... import nltk
nltk.download('vader_lexicon')
```

```
[nltk_data] Downloading package vader_lexicon to
[nltk_data] /Users/pass1111/nltk_data...
[nltk_data] Package vader_lexicon is already up-to-date!
```

```
Out[16]: True
```

```
In [1... example=df['review'][50]
example
```

```
Out[17]: 'Not I have flown on BA several times since the airline started nonstop service between Austin TX and London Heathrow. Every year the service gets worse. I brought a tape measure with me to see how far apart the seats are in the economy section. 25½ inches. BA has removed bathrooms in order to squeeze a few more rows of seats onto the aircraft. Thankfully, I'm not a big person and was able to squeeze into my seat without being too uncomfortable. When BA first started flying out of Austin, the food was great. Now when I arrive at Heathrow, I get real food and take it on the plane with me. I don't know where or who makes BA's food, but it is not edible. If BA did not have a direct flight from my hometown to London, I would fly with a different airline. When we checked into Heathrow, the line was extremely long and only one person was checking people in. It took nearly an hour to get to the counter. I understand airlines are making record profits and need to make up lost revenue from the pandemic, but I think BA has gone too far and has little concern for customer service in pursuit of profits.'
```

```
In [1... import nltk
from nltk.sentiment.vader import SentimentIntensityAnalyzer
from collections import Counter
from tqdm.notebook import tqdm

sid = SentimentIntensityAnalyzer()
```

```
In [1... res=sid.polarity_scores('I am so happy')
```

```
In [2... res={}
for index, row in tqdm(df.iterrows()):
    text=row['review']
    res[index] = sid.polarity_scores(text)
```

```
0it [00:00, ?it/s]
```

```
In [2... res
```

```
Out[21]: {0: {'neg': 0.158, 'neu': 0.812, 'pos': 0.031, 'compound': -0.943},
1: {'neg': 0.073, 'neu': 0.764, 'pos': 0.163, 'compound': 0.9493},
2: {'neg': 0.091, 'neu': 0.814, 'pos': 0.095, 'compound': 0.1824},
```

```
3: {'neg': 0.101, 'neu': 0.837, 'pos': 0.062, 'compound':  
-0.8462},  
4: {'neg': 0.05, 'neu': 0.864, 'pos': 0.086, 'compound':  
0.7708},  
5: {'neg': 0.151, 'neu': 0.821, 'pos': 0.028, 'compound':  
-0.9643},  
6: {'neg': 0.128, 'neu': 0.81, 'pos': 0.062, 'compound': -  
0.6801},  
7: {'neg': 0.03, 'neu': 0.876, 'pos': 0.094, 'compound':  
0.882},  
8: {'neg': 0.069, 'neu': 0.803, 'pos': 0.128, 'compound':  
0.9737},  
9: {'neg': 0.064, 'neu': 0.845, 'pos': 0.091, 'compound':  
0.8861},  
10: {'neg': 0.071, 'neu': 0.697, 'pos': 0.231, 'compound':  
0.969},  
11: {'neg': 0.14, 'neu': 0.767, 'pos': 0.093, 'compound':  
-0.8855},  
12: {'neg': 0.124, 'neu': 0.859, 'pos': 0.017, 'compound':  
-0.9359},  
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879: {'neg': 0.102, 'neu': 0.874, 'pos': 0.024, 'compoun  
d': -0.6366},  
880: {'neg': 0.0, 'neu': 0.887, 'pos': 0.113, 'compound':  
0.859},  
881: {'neg': 0.136, 'neu': 0.864, 'pos': 0.0, 'compound':  
-0.743},  
882: {'neg': 0.052, 'neu': 0.902, 'pos': 0.046, 'compoun  
d': -0.1779},  
883: {'neg': 0.142, 'neu': 0.811, 'pos': 0.046, 'compoun  
d': -0.9877},  
884: {'neg': 0.013, 'neu': 0.803, 'pos': 0.184, 'compoun  
d': 0.9524},  
885: {'neg': 0.203, 'neu': 0.709, 'pos': 0.088, 'compoun  
d': -0.8382},  
886: {'neg': 0.151, 'neu': 0.756, 'pos': 0.092, 'compoun  
d': -0.2746},  
887: {'neg': 0.198, 'neu': 0.702, 'pos': 0.1, 'compound':  
-0.2698},  
888: {'neg': 0.085, 'neu': 0.851, 'pos': 0.064, 'compoun  
d': -0.8095},  
889: {'neg': 0.026, 'neu': 0.891, 'pos': 0.083, 'compoun  
d': 0.7218},  
890: {'neg': 0.015, 'neu': 0.851, 'pos': 0.134, 'compoun  
d': 0.9698},
```

```
891: {'neg': 0.144, 'neu': 0.712, 'pos': 0.144, 'compound': -0.0},
892: {'neg': 0.157, 'neu': 0.758, 'pos': 0.085, 'compound': -0.9475},
893: {'neg': 0.142, 'neu': 0.808, 'pos': 0.051, 'compound': -0.931},
894: {'neg': 0.112, 'neu': 0.757, 'pos': 0.131, 'compound': 0.7147},
895: {'neg': 0.073, 'neu': 0.851, 'pos': 0.075, 'compound': 0.5999},
896: {'neg': 0.088, 'neu': 0.875, 'pos': 0.036, 'compound': -0.8793},
897: {'neg': 0.037, 'neu': 0.934, 'pos': 0.029, 'compound': -0.7449},
898: {'neg': 0.154, 'neu': 0.755, 'pos': 0.091, 'compound': -0.5574},
899: {'neg': 0.143, 'neu': 0.845, 'pos': 0.012, 'compound': -0.9313},
900: {'neg': 0.158, 'neu': 0.812, 'pos': 0.031, 'compound': -0.943},
901: {'neg': 0.073, 'neu': 0.764, 'pos': 0.163, 'compound': 0.9493},
902: {'neg': 0.091, 'neu': 0.814, 'pos': 0.095, 'compound': 0.1824},
903: {'neg': 0.101, 'neu': 0.837, 'pos': 0.062, 'compound': -0.8462},
904: {'neg': 0.05, 'neu': 0.864, 'pos': 0.086, 'compound': 0.7708},
905: {'neg': 0.151, 'neu': 0.821, 'pos': 0.028, 'compound': -0.9643},
906: {'neg': 0.128, 'neu': 0.81, 'pos': 0.062, 'compound': -0.6801},
907: {'neg': 0.03, 'neu': 0.876, 'pos': 0.094, 'compound': 0.882},
908: {'neg': 0.069, 'neu': 0.803, 'pos': 0.128, 'compound': 0.9737},
909: {'neg': 0.064, 'neu': 0.845, 'pos': 0.091, 'compound': 0.8861},
910: {'neg': 0.071, 'neu': 0.697, 'pos': 0.231, 'compound': 0.969},
911: {'neg': 0.14, 'neu': 0.767, 'pos': 0.093, 'compound': -0.8855},
912: {'neg': 0.124, 'neu': 0.859, 'pos': 0.017, 'compound': -0.9359},
913: {'neg': 0.061, 'neu': 0.813, 'pos': 0.126, 'compound': 0.9856},
914: {'neg': 0.128, 'neu': 0.78, 'pos': 0.092, 'compound': -0.4588},
```

```
915: {'neg': 0.059, 'neu': 0.862, 'pos': 0.079, 'compound': 0.6953},
916: {'neg': 0.149, 'neu': 0.819, 'pos': 0.031, 'compound': -0.9751},
917: {'neg': 0.047, 'neu': 0.787, 'pos': 0.166, 'compound': 0.9971},
918: {'neg': 0.131, 'neu': 0.853, 'pos': 0.016, 'compound': -0.9465},
919: {'neg': 0.049, 'neu': 0.782, 'pos': 0.168, 'compound': 0.8462},
920: {'neg': 0.0, 'neu': 0.715, 'pos': 0.285, 'compound': 0.9768},
921: {'neg': 0.086, 'neu': 0.689, 'pos': 0.225, 'compound': 0.9977},
922: {'neg': 0.0, 'neu': 0.761, 'pos': 0.239, 'compound': 0.9516},
923: {'neg': 0.041, 'neu': 0.895, 'pos': 0.063, 'compound': 0.2382},
924: {'neg': 0.038, 'neu': 0.897, 'pos': 0.065, 'compound': 0.7992},
925: {'neg': 0.139, 'neu': 0.669, 'pos': 0.192, 'compound': 0.3577},
926: {'neg': 0.118, 'neu': 0.845, 'pos': 0.037, 'compound': -0.6729},
927: {'neg': 0.083, 'neu': 0.819, 'pos': 0.098, 'compound': 0.4289},
928: {'neg': 0.132, 'neu': 0.789, 'pos': 0.079, 'compound': -0.9641},
929: {'neg': 0.034, 'neu': 0.645, 'pos': 0.321, 'compound': 0.9908},
930: {'neg': 0.185, 'neu': 0.744, 'pos': 0.071, 'compound': -0.9342},
931: {'neg': 0.136, 'neu': 0.783, 'pos': 0.081, 'compound': -0.85},
932: {'neg': 0.0, 'neu': 0.932, 'pos': 0.068, 'compound': 0.5927},
933: {'neg': 0.1, 'neu': 0.834, 'pos': 0.066, 'compound': -0.8042},
934: {'neg': 0.013, 'neu': 0.927, 'pos': 0.06, 'compound': 0.7964},
935: {'neg': 0.126, 'neu': 0.815, 'pos': 0.059, 'compound': -0.7269},
936: {'neg': 0.08, 'neu': 0.825, 'pos': 0.096, 'compound': 0.5956},
937: {'neg': 0.104, 'neu': 0.788, 'pos': 0.107, 'compound': 0.0571},
938: {'neg': 0.075, 'neu': 0.815, 'pos': 0.11, 'compound': 0.4728},
```

```
939: {'neg': 0.057, 'neu': 0.886, 'pos': 0.057, 'compound': -0.024},
940: {'neg': 0.171, 'neu': 0.783, 'pos': 0.046, 'compound': -0.6042},
941: {'neg': 0.12, 'neu': 0.843, 'pos': 0.037, 'compound': -0.9583},
942: {'neg': 0.067, 'neu': 0.861, 'pos': 0.072, 'compound': 0.3763},
943: {'neg': 0.042, 'neu': 0.544, 'pos': 0.413, 'compound': 0.9546},
944: {'neg': 0.073, 'neu': 0.726, 'pos': 0.201, 'compound': 0.969},
945: {'neg': 0.205, 'neu': 0.758, 'pos': 0.037, 'compound': -0.9862},
946: {'neg': 0.041, 'neu': 0.75, 'pos': 0.209, 'compound': 0.9628},
947: {'neg': 0.046, 'neu': 0.813, 'pos': 0.141, 'compound': 0.6786},
948: {'neg': 0.039, 'neu': 0.88, 'pos': 0.081, 'compound': 0.5957},
949: {'neg': 0.126, 'neu': 0.834, 'pos': 0.04, 'compound': -0.9091},
950: {'neg': 0.024, 'neu': 0.901, 'pos': 0.076, 'compound': 0.8708},
951: {'neg': 0.096, 'neu': 0.878, 'pos': 0.026, 'compound': -0.7717},
952: {'neg': 0.143, 'neu': 0.857, 'pos': 0.0, 'compound': -0.8885},
953: {'neg': 0.052, 'neu': 0.896, 'pos': 0.052, 'compound': -0.4532},
954: {'neg': 0.081, 'neu': 0.865, 'pos': 0.055, 'compound': -0.7932},
955: {'neg': 0.05, 'neu': 0.784, 'pos': 0.165, 'compound': 0.9879},
956: {'neg': 0.059, 'neu': 0.922, 'pos': 0.019, 'compound': -0.6127},
957: {'neg': 0.15, 'neu': 0.767, 'pos': 0.083, 'compound': -0.9273},
958: {'neg': 0.105, 'neu': 0.847, 'pos': 0.048, 'compound': -0.8395},
959: {'neg': 0.055, 'neu': 0.856, 'pos': 0.089, 'compound': 0.7579},
960: {'neg': 0.069, 'neu': 0.907, 'pos': 0.024, 'compound': -0.5844},
961: {'neg': 0.058, 'neu': 0.942, 'pos': 0.0, 'compound': -0.4588},
962: {'neg': 0.142, 'neu': 0.787, 'pos': 0.071, 'compound': -0.5924},
```

```
963: {'neg': 0.0, 'neu': 0.67, 'pos': 0.33, 'compound': 0.9939},
964: {'neg': 0.079, 'neu': 0.845, 'pos': 0.076, 'compound': 0.3501},
965: {'neg': 0.11, 'neu': 0.718, 'pos': 0.172, 'compound': 0.8441},
966: {'neg': 0.11, 'neu': 0.82, 'pos': 0.07, 'compound': -0.6428},
967: {'neg': 0.125, 'neu': 0.766, 'pos': 0.11, 'compound': -0.3515},
968: {'neg': 0.064, 'neu': 0.9, 'pos': 0.036, 'compound': -0.5905},
969: {'neg': 0.081, 'neu': 0.882, 'pos': 0.037, 'compound': -0.7184},
970: {'neg': 0.121, 'neu': 0.813, 'pos': 0.066, 'compound': -0.926},
971: {'neg': 0.201, 'neu': 0.799, 'pos': 0.0, 'compound': -0.8899},
972: {'neg': 0.158, 'neu': 0.831, 'pos': 0.012, 'compound': -0.983},
973: {'neg': 0.041, 'neu': 0.89, 'pos': 0.069, 'compound': 0.6833},
974: {'neg': 0.066, 'neu': 0.907, 'pos': 0.027, 'compound': -0.8689},
975: {'neg': 0.129, 'neu': 0.84, 'pos': 0.03, 'compound': -0.9747},
976: {'neg': 0.151, 'neu': 0.802, 'pos': 0.047, 'compound': -0.958},
977: {'neg': 0.144, 'neu': 0.773, 'pos': 0.084, 'compound': -0.9635},
978: {'neg': 0.106, 'neu': 0.863, 'pos': 0.031, 'compound': -0.8481},
979: {'neg': 0.102, 'neu': 0.874, 'pos': 0.024, 'compound': -0.6366},
980: {'neg': 0.0, 'neu': 0.887, 'pos': 0.113, 'compound': 0.859},
981: {'neg': 0.136, 'neu': 0.864, 'pos': 0.0, 'compound': -0.743},
982: {'neg': 0.052, 'neu': 0.902, 'pos': 0.046, 'compound': -0.1779},
983: {'neg': 0.142, 'neu': 0.811, 'pos': 0.046, 'compound': -0.9877},
984: {'neg': 0.013, 'neu': 0.803, 'pos': 0.184, 'compound': 0.9524},
985: {'neg': 0.203, 'neu': 0.709, 'pos': 0.088, 'compound': -0.8382},
986: {'neg': 0.151, 'neu': 0.756, 'pos': 0.092, 'compound': -0.2746},
```

```

987: {'neg': 0.198, 'neu': 0.702, 'pos': 0.1, 'compound':
-0.2698},
988: {'neg': 0.085, 'neu': 0.851, 'pos': 0.064, 'compoun
d': -0.8095},
989: {'neg': 0.026, 'neu': 0.891, 'pos': 0.083, 'compoun
d': 0.7218},
990: {'neg': 0.015, 'neu': 0.851, 'pos': 0.134, 'compoun
d': 0.9698},
991: {'neg': 0.144, 'neu': 0.712, 'pos': 0.144, 'compoun
d': -0.0},
992: {'neg': 0.157, 'neu': 0.758, 'pos': 0.085, 'compoun
d': -0.9475},
993: {'neg': 0.142, 'neu': 0.808, 'pos': 0.051, 'compoun
d': -0.931},
994: {'neg': 0.112, 'neu': 0.757, 'pos': 0.131, 'compoun
d': 0.7147},
995: {'neg': 0.073, 'neu': 0.851, 'pos': 0.075, 'compoun
d': 0.5999},
996: {'neg': 0.088, 'neu': 0.875, 'pos': 0.036, 'compoun
d': -0.8793},
997: {'neg': 0.037, 'neu': 0.934, 'pos': 0.029, 'compoun
d': -0.7449},
998: {'neg': 0.154, 'neu': 0.755, 'pos': 0.091, 'compoun
d': -0.5574},
999: {'neg': 0.143, 'neu': 0.845, 'pos': 0.012, 'compoun
d': -0.9313},
...}

```

In [2... `pd.DataFrame(res)`

Out[22]:

| | 0 | 1 | 2 | 3 | 4 | 5 | 6 | |
|----------|--------|--------|--------|---------|--------|---------|---------|-----|
| neg | 0.158 | 0.0730 | 0.0910 | 0.1010 | 0.0500 | 0.1510 | 0.1280 | 0.0 |
| neu | 0.812 | 0.7640 | 0.8140 | 0.8370 | 0.8640 | 0.8210 | 0.8100 | 0.8 |
| pos | 0.031 | 0.1630 | 0.0950 | 0.0620 | 0.0860 | 0.0280 | 0.0620 | 0.0 |
| compound | -0.943 | 0.9493 | 0.1824 | -0.8462 | 0.7708 | -0.9643 | -0.6801 | 0.8 |

4 rows × 3700 columns

In [2... `vaders=pd.DataFrame(res).T`
`vaders=vaders.reset_index()`
`vaders=vaders.merge(df, how='left', left_on='index', right_in`
`vaders`

Out [23]:

| | index | neg | neu | pos | compound | review |
|-------------|-------|-------|-------|-------|----------|--|
| 0 | 0 | 0.158 | 0.812 | 0.031 | -0.9430 | As always when I fly BA it was a total sha... |
| 1 | 1 | 0.073 | 0.764 | 0.163 | 0.9493 | First time using BA business class but we wer... |
| 2 | 2 | 0.091 | 0.814 | 0.095 | 0.1824 | Not Extremely rude ground service We were n... |
| 3 | 3 | 0.101 | 0.837 | 0.062 | -0.8462 | My son and I flew to Geneva last Sunday for a... |
| 4 | 4 | 0.050 | 0.864 | 0.086 | 0.7708 | For the price paid bought during a sale it wa... |
| ... | ... | ... | ... | ... | ... | ... |
| 3695 | 3695 | 0.073 | 0.851 | 0.075 | 0.5999 | This is to express our displeasure and concer... |
| 3696 | 3696 | 0.088 | 0.875 | 0.036 | -0.8793 | I flew London to Malaga on 27 August in Club ... |
| 3697 | 3697 | 0.037 | 0.934 | 0.029 | -0.7449 | I arrived at the airport about 25 hours befor... |
| 3698 | 3698 | 0.154 | 0.755 | 0.091 | -0.5574 | Filthy plane cabin staff ok appalling custome... |
| 3699 | 3699 | 0.143 | 0.845 | 0.012 | -0.9313 | Chaos at Terminal 5 with BA cancellations... |

3700 rows × 6 columns

In [2...

```

bins = [-1, -0.75, -0.5, -0.25, 0, 0.25, 0.5, 0.75, 1]
labels = ['Very Negative', 'Negative', 'Slightly Negative', '
vaders['sentiment_category'] = pd.cut(vaders['compound'], bin
print(vaders[['compound', 'sentiment_category']])

```

| | compound | sentiment_category |
|------|----------|--------------------|
| 0 | -0.9430 | Very Negative |
| 1 | 0.9493 | Extremely Positive |
| 2 | 0.1824 | Slightly Positive |
| 3 | -0.8462 | Very Negative |
| 4 | 0.7708 | Extremely Positive |
| ... | ... | ... |
| 3695 | 0.5999 | Very Positive |
| 3696 | -0.8793 | Very Negative |
| 3697 | -0.7449 | Negative |
| 3698 | -0.5574 | Negative |
| 3699 | -0.9313 | Very Negative |

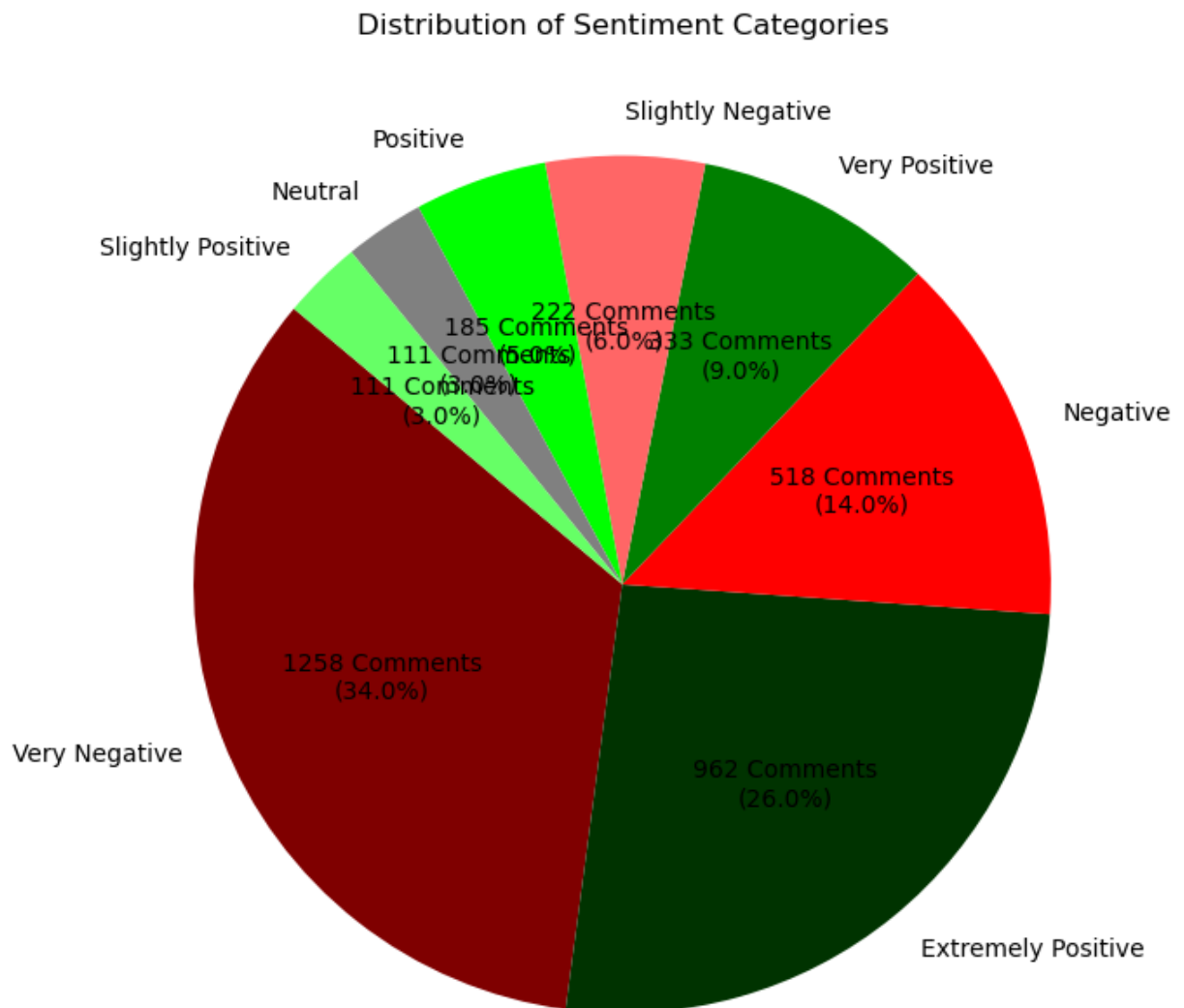
[3700 rows x 2 columns]

In [2...

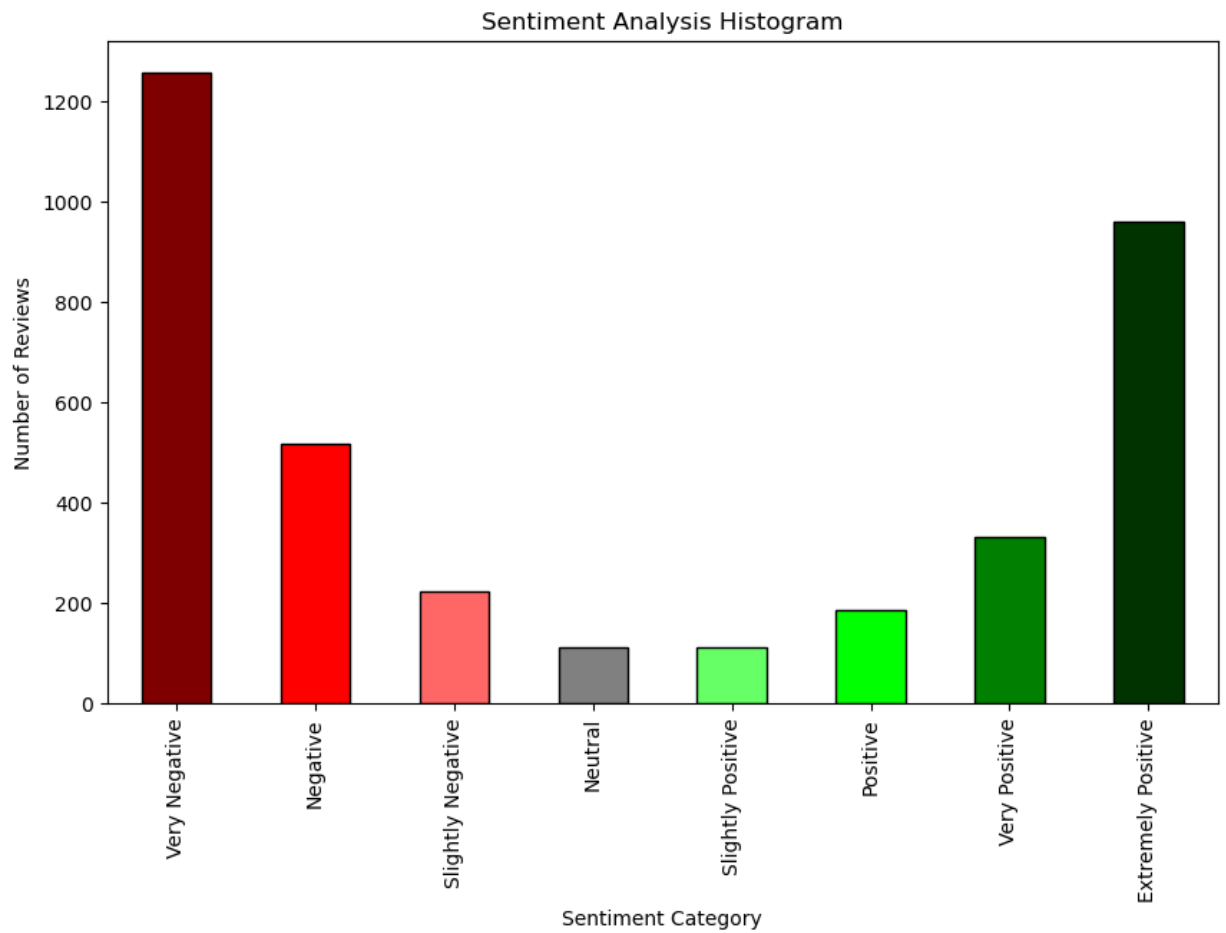
```
sentiment_counts = vaders['sentiment_category'].value_counts()

colors = ['#7F0000', '#003300', '#FF0000', '#007F00', '#FF6666']
labels = ['Very Negative', 'Negative', 'Slightly Negative', '']

plt.figure(figsize=(8, 8))
plt.pie(sentiment_counts, labels=sentiment_counts.index, autopct='%1.1f%%')
plt.title('Distribution of Sentiment Categories')
plt.show()
```



```
In [2... sentiment_counts = vaders['sentiment_category'].value_counts(  
  
colors = ['#7F0000', '#FF0000', '#FF6666', '#808080', '#66FF66',  
]  
  
plt.figure(figsize=(10, 6))  
sentiment_counts.sort_index().plot(kind='bar', color=colors,  
plt.title('Sentiment Analysis Histogram')  
plt.xlabel('Sentiment Category')  
plt.ylabel('Number of Reviews')  
plt.show()
```



In [2...

```
vaders.head(5)
```

| Out[27]: | index | neg | neu | pos | compound | review | sentiment_category |
|----------|-------|-------|-------|-------|----------|--|--------------------|
| 0 | 0 | 0.158 | 0.812 | 0.031 | -0.9430 | As always when I fly BA it was a total sha... | Very Negative |
| 1 | 1 | 0.073 | 0.764 | 0.163 | 0.9493 | First time using BA business class but we wer... | Extremely Positive |
| 2 | 2 | 0.091 | 0.814 | 0.095 | 0.1824 | Not Extremely rude ground service We were n... | Slightly Positive |
| 3 | 3 | 0.101 | 0.837 | 0.062 | -0.8462 | My son and I flew to Geneva last Sunday for a... | Very Negative |
| 4 | 4 | 0.050 | 0.864 | 0.086 | 0.7708 | For the price paid bought during a sale it wa... | Extremely Positive |

Negative Reviews on word cloud

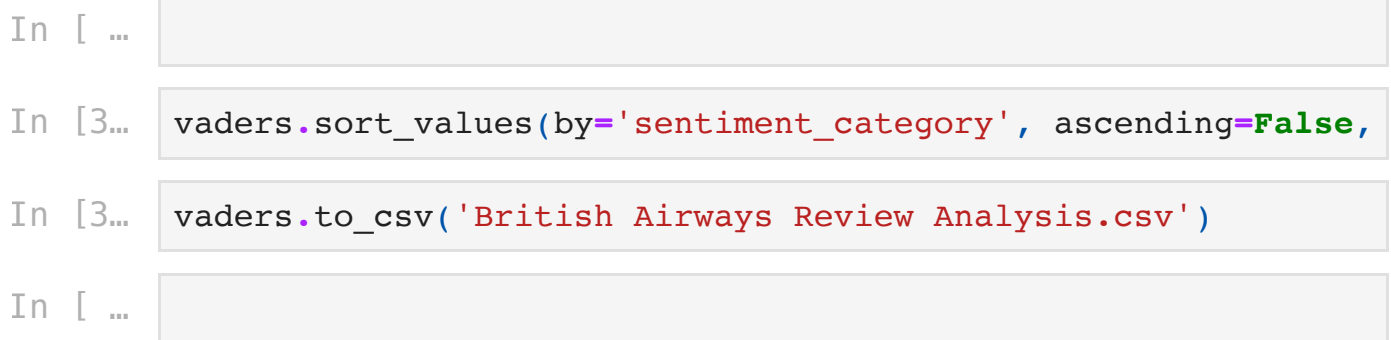
```
wc = WordCloud(  
    background_color='white',  
    width=800,  
    height=400,  
    max_words=200,  
    contour_color='black', contour_width=1,  
)
```



<http://localhost:8889/nbconvert/html/Desktop/Python%20learnin...20Airways%20Skytrax%20Reviews%20Analysis.ipynb?download=false> Page 769 of 781

In [2...

```
very_positive_reviews = vaders[vaders['sentiment_category'] =  
  
text_data_very_positive = ' '.join(very_positive_reviews)  
user_dir = os.path.expanduser('~')  
image_path1=path.join(user_dir, 'Desktop', 'Python learning...')  
custom_mask1 =np.array(Image.open(image_path1))  
  
wc_very_positive = WordCloud(  
    background_color='white',  
    width=800,  
    height=400,  
    max_words=200,  
    contour_color='black',mask=custom_mask1  
)  
  
wc_very_positive.generate(text_data_very_positive)  
plt.figure(figsize=(10, 8))  
plt.imshow(wc_very_positive, interpolation='bilinear')  
plt.axis('off')  
plt.show()
```




```
In [3... from transformers import pipeline

sent_pipeline=pipeline("sentiment-analysis")
```

No model was supplied, defaulted to distilbert-base-uncased-finetuned-sst-2-english and revision af0f99b (<https://huggingface.co/distilbert-base-uncased-finetuned-sst-2-english>). Using a pipeline without specifying a model name and revision in production is not recommended.

Model Building

```
In [3... import pandas as pd
from sklearn.model_selection import train_test_split
from sklearn.feature_extraction.text import TfidfVectorizer
from sklearn.svm import SVC
from sklearn.pipeline import Pipeline
from sklearn.metrics import accuracy_score, classification_re
```

```
In [3... import pandas as pd
from sklearn.model_selection import train_test_split
from sklearn.feature_extraction.text import TfidfVectorizer
from sklearn.svm import SVC
from sklearn.pipeline import Pipeline
from sklearn.metrics import accuracy_score, classification_re
from transformers import pipeline
```

```
In [3... train_data, test_data, train_labels, test_labels = train_test
    vaders['review'], vaders['sentiment_category'], test_size
)
```

```
In [3... text_clf = Pipeline([
    ('tfidf', TfidfVectorizer()),
    ('clf', SVC()),
])

text_clf.fit(train_data, train_labels)

predictions = text_clf.predict(test_data)

accuracy = accuracy_score(test_labels, predictions)
print(f'Accuracy: {accuracy:.2f}')
```

Accuracy: 1.00

Testing the Vaders Model

```
In [3... new_review =['the crew helpful on my flight']

new_predictions = text_clf.predict(new_review)

for text, prediction in zip(new_review, new_predictions):
    print(f'Text: {text} | Predicted Sentiment: {prediction}')
```

Text: the crew helpful on my flight | Predicted Sentiment: V
ery Negative

```
In [3... new_predictions = text_clf.predict(['liked it'])
print(f'Text: {text} | Predicted Sentiment: {prediction}')
```

Text: the crew helpful on my flight | Predicted Sentiment: V
ery Negative

model predictions are not entirely accurate testing data with other
models

Trying the Textblob on the Data

```
In [3... from textblob import TextBlob

def polarity_scores_textblob(text):
    analysis = TextBlob(text)
    sentiment_score = analysis.sentiment.polarity

    if sentiment_score > 0:
        sentiment_category = 'Positive'
    elif sentiment_score < 0:
        sentiment_category = 'Negative'
    else:
        sentiment_category = 'Neutral'

    return {
        'textblob_polarity': sentiment_score,
        'textblob_sentiment': sentiment_category
    }
```

```
In [4... df['textblob_polarity'] = df['review'].apply(lambda x: TextBl

print(df[['review', 'textblob_polarity']])
```

```

                                review  tex
textblob_polarity
0      As always when I fly BA it was a total sha...
0.005208
1      First time using BA business class but we wer...
0.192698
2      Not      Extremely rude ground service We were n...
0.020833
3      My son and I flew to Geneva last Sunday for a...
-0.056872
4      For the price paid bought during a sale it wa...
0.078889
...
...
3695   This is to express our displeasure and concer...
0.105667
3696   I flew London to Malaga on 27 August in Club ...
-0.040104
3697   I arrived at the airport about 25 hours befor...
0.048769
3698   Filthy plane cabin staff ok appalling custome...
-0.125000
3699   Chaos at Terminal 5 with BA cancellations...
-0.072596

[3700 rows x 2 columns]
```

```
In [4... vaders['textblob_polarity'] = vaders['review'].apply(lambda x

print(vaders[['review', 'textblob_polarity']])
```

```
review    tex
tblob_polarity
1850  Not      I have flow on BA several times since t...
0.111184
2207  Not      This review is for LHRSYDLHR BA015 and B...
0.152385
1013   Check in was chaotic and badly organised Even...
0.092465
3355   I am a frequent flyer with BA and have been ...
0.168056
2204   For the price paid bought during a sale it wa...
0.078889
...
...
1828   Dear Community I feel compelled to share the u...
-0.021429
1818   Once again a terrible business class experienc...
-0.128462
1816   I was going to fly to Frankfurt from Glasgow ...
0.050758
1812   Not      Beware BA dont provide any refund due t...
-0.073958
3699   Chaos at Terminal 5 with BA cancellations...
-0.072596

[3700 rows x 2 columns]
```

In [4... vaders

Out[42]:

| | index | neg | neu | pos | compound | review | sentiment_c |
|------|-------|-------|-------|-------|----------|--|-------------|
| 1850 | 1850 | 0.024 | 0.901 | 0.076 | 0.8708 | Not I have flow on BA several times since t... | Extremely |
| 2207 | 2207 | 0.030 | 0.876 | 0.094 | 0.8820 | Not This review is for LHRSYDLHR BA015 and B... | Extremely |
| 1013 | 1013 | 0.061 | 0.813 | 0.126 | 0.9856 | Check in was chaotic and badly organised Even... | Extremely |
| 3355 | 3355 | 0.050 | 0.784 | 0.165 | 0.9879 | I am a frequent flyer with BA and have been ... | Extremely |

| | | | | | | | |
|-------------|------|-------|-------|-------|---------|---|-----------|
| 2204 | 2204 | 0.050 | 0.864 | 0.086 | 0.7708 | For the price paid bought during a sale it wa... | Extremely |
| ... | ... | ... | ... | ... | ... | ... | |
| 1828 | 1828 | 0.132 | 0.789 | 0.079 | -0.9641 | Dear Community I feel compelled to share the u... | Very N |
| 1818 | 1818 | 0.131 | 0.853 | 0.016 | -0.9465 | Once again a terrible business class experienc... | Very N |
| 1816 | 1816 | 0.149 | 0.819 | 0.031 | -0.9751 | I was going to fly to Frankfurt from Glasgow ... | Very N |
| 1812 | 1812 | 0.124 | 0.859 | 0.017 | -0.9359 | Not Beware BA dont provide any refund due t... | Very N |
| 3699 | 3699 | 0.143 | 0.845 | 0.012 | -0.9313 | Chaos at Terminal 5 with BA cancellations... | Very N |

3700 rows x 8 columns

In [4...

```
def get_sentiment_category(polarity):
    if polarity > 0:
        return 'Positive'
    elif polarity == 0:
        return 'Neutral'
    else:
        return 'Negative'

vaders['polarity'] = vaders['review'].apply(lambda x: TextBlob(x).polarity)
vaders['sentiment_category'] = vaders['polarity'].apply(get_sentiment_category)

print(vaders[['review', 'polarity', 'sentiment_category']])
```

```

                                review    pol
arity \
1850  Not      I have flow on BA several times since t...  0.1
11184
2207  Not      This review is for LHRSYDLHR BA015 and B...  0.1
52385
1013  Check in was chaotic and badly organised Even...  0.0
92465
3355   I am a frequent flyer with BA and have been ...  0.1
68056
2204  For the price paid bought during a sale it wa...  0.0
78889
...
...
1828  Dear Community I feel compelled to share the u... -0.0
21429
1818  Once again a terrible business class experienc... -0.1
28462
1816  I was going to fly to Frankfurt from Glasgow ...  0.0
50758
1812  Not      Beware BA dont provide any refund due t... -0.0
73958
3699   Chaos at Terminal 5 with BA cancellations... -0.0
72596

```

```

    sentiment_category
1850      Positive
2207      Positive
1013      Positive
3355      Positive
2204      Positive
...
1828      Negative
1818      Negative
1816      Positive
1812      Negative
3699      Negative

```

```
[3700 rows x 3 columns]
```

```
In [4... final_df=vaders
final_df.head(5)
```

| Out [44]: | index | neg | neu | pos | compound | review | sentiment_cat |
|-----------|-------|-------|-------|-------|----------|--|---------------|
| | 1850 | 0.024 | 0.901 | 0.076 | 0.8708 | Not I have flow on BA several times since t... | Pc |
| | 2207 | 0.030 | 0.876 | 0.094 | 0.8820 | Not This review is for LHRSYDLHR BA015 and B... | Pc |
| | 1013 | 0.061 | 0.813 | 0.126 | 0.9856 | Check in was chaotic and badly organised Even... | Pc |
| | 3355 | 0.050 | 0.784 | 0.165 | 0.9879 | I am a frequent flyer with BA and have been ... | Pc |
| | 2204 | 0.050 | 0.864 | 0.086 | 0.7708 | For the price paid bought during a sale it wa... | Pc |

```
In [4... final_df['sentiment_average_score'] = final_df[['compound', 'sentiment_cat']]
```

```
In [4... final_df=final_df.drop(columns=['textblob_polarity'])  
final_df
```

| Out [46]: | index | neg | neu | pos | compound | review | sentiment_cat |
|-----------|-------|-------|-------|-------|----------|---|---------------|
| | 1850 | 0.024 | 0.901 | 0.076 | 0.8708 | Not I have flow on BA several times since t... | Pc |
| | 2207 | 0.030 | 0.876 | 0.094 | 0.8820 | Not This review is for LHRSYDLHR BA015 and B... | Pc |
| | 1013 | 0.061 | 0.813 | 0.126 | 0.9856 | Check in was chaotic and badly | Pc |

| | | | | | | | |
|-------------|------|-------|-------|-------|---------|---|---|
| | | | | | | organised Even... | |
| 3355 | 3355 | 0.050 | 0.784 | 0.165 | 0.9879 | I am a frequent flyer with BA and have been ... | |
| 2204 | 2204 | 0.050 | 0.864 | 0.086 | 0.7708 | For the price paid bought during a sale it wa... | |
| ... | ... | ... | ... | ... | ... | ... | |
| 1828 | 1828 | 0.132 | 0.789 | 0.079 | -0.9641 | Dear Community I feel compelled to share the u... | ↑ |
| 1818 | 1818 | 0.131 | 0.853 | 0.016 | -0.9465 | Once again a terrible business class experienc... | ↑ |
| 1816 | 1816 | 0.149 | 0.819 | 0.031 | -0.9751 | I was going to fly to Frankfurt from Glasgow ... | |
| 1812 | 1812 | 0.124 | 0.859 | 0.017 | -0.9359 | Not Beware BA dont provide any refund due t... | ↑ |
| 3699 | 3699 | 0.143 | 0.845 | 0.012 | -0.9313 | Chaos at Terminal 5 with BA cancellations... | ↑ |

3700 rows × 9 columns

In [4... `final_df.iloc[1816]`


```

Out[47]: index
         261
         neg
         0.058
         neu
         0.942
         pos
         0.0
         compound
        -0.4588
         review
        Our connecting flight from Londo
n to Glasgow w...
         sentiment_category
        Negative
         polarity
        -0.112727
         sentiment_average_score
        -0.285764
         Name: 261, dtype: object

```

Testing the TextBlob sentiment analysis

```

In [5... text_to_test = "the crew were helpful on my flight but overall
result = polarity_scores_textblob(text_to_test)
print(result)
{'textblob_polarity': 0.0, 'textblob_sentiment': 'Neutral'}

```

```

In [5... final_df.to_csv("British Airways Skytrax analysis.csv")

```

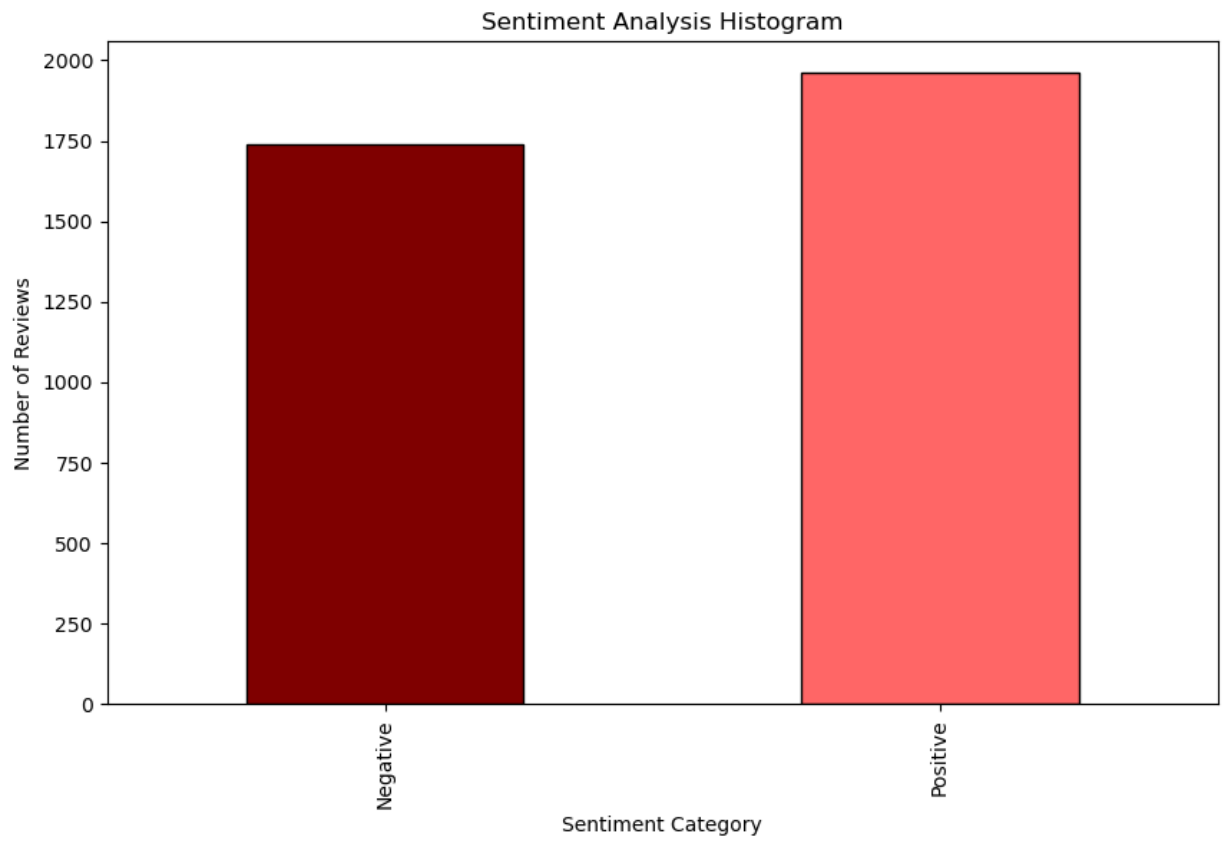
```

In [5... sentiment_counts = final_df['sentiment_category'].value_count

colors = ['#7F0000', '#FF6666']

plt.figure(figsize=(10, 6))
sentiment_counts.sort_index().plot(kind='bar', color=colors,
plt.title('Sentiment Analysis Histogram')
plt.xlabel('Sentiment Category')
plt.ylabel('Number of Reviews')
plt.show()

```



In [...

In [...